

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sampo General Insurance Company Limited

Date : As on 30th June,2018

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30 th June 2018 DURING FINANCIAL period 2018-19

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance as on Beginning of the Quarter	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at the end of the quarter	Total No. Of complaint registered during the quarter upto the Financial period
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claim	-	101	39	-	62	-	101
c)	Policy related	-	16	6	-	10	-	16
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	-	-	-	-	-	-
	Total Number of compliants	-	117	45	-	72	-	117

2	Total No. of Policies during Previous year FY 2017-18	12,79,991
3	Total No. of Claims during Previous year FY 2017-18	1,20,806
4	Total No. of Policies during Current period	2,71,353
5	Total No. of Claims during Current period	39,765
6	Total No. of Policy complaints (Current period) per 10,000 policies (Current period)	0.59
7	Total No. of Claim complaints (Current period) per 10,000 Claims (Current period)	25.40

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	-	-	-
b)	7 - 15 days	-	-	-
c)	15 - 30 days	-	-	-
d)	30 - 90 days	-	-	-
e)	90 days & Beyond	-	-	-
	Total Number	-	-	-