

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Somp General Insurance Company Limited

Date : As on 31st March, 2020

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST MARCH 2020 DURING FINANCIAL YEAR 2019-20

GRIEVANCE DISPOSAL

SI 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 Year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claim	357	237	33	-	204	-	594
c)	Policy related	40	14	6	-	8	-	54
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	-	-	-	-	-	-
	Total Number of compliants	397	251	39	-	212	-	648

2	Total No. of Policies during Previous Period FY 2018-19	12,82,195
3	Total No. of Claims during Previous Period FY 2018-19	1,57,557
4	Total No. of Policies during Current Period	14,18,641
5	Total No. of Claims during Current Period	1,85,013
6	Total No. of Policy complaints (Current period) per 10,000 policies (Current period)	0.38
7	Total No. of Claim complaints (Current period) per 10,000 Claims (Current period)	32.11

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	-	-	-