

**PERIODIC DISCLOSURES**

**FORM NL-41: GRIEVANCE DISPOSAL**

Insurer: Universal Somp General Insurance Company Limited

Date : As on 30th June, 2020

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30TH JUNE 2020 DURING FINANCIAL YEAR 2020-21

**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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claim	-	93	14	-	79	-	93
c)	Policy related	-	19	10	-	9	-	19
d)	Premium	-	6	-	-	6	-	6
e)	Refund	-	3	2	-	1	-	3
f)	Coverage	-	1	-	-	1	-	1
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	2	-	-	2	-	2
	<b>Total Number of compliants</b>	-	<b>124</b>	<b>26</b>	-	<b>98</b>	-	<b>124</b>

<b>2</b>	Total No. of Policies during Previous Year FY 2019-20	14,18,641
<b>3</b>	Total No. of Claims during Previous Year FY 2019-20	1,85,013
<b>4</b>	Total No. of Policies during Current Period	3,05,146
<b>5</b>	Total No. of Claims during Current Period	26,403
<b>6</b>	Total No.of Policy complaints (Current period) per 10,000 policies (Current period)	0.62
<b>7</b>	Total No.of Claim complaints (Current period) per 10,000 Claims (Current period)	35.22

30.51      0.48

2.64      35.22

<b>8</b>	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	-	-	-
	<b>Total Number</b>	-	-	-