

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Somp General Insurance Company Limited

Date : As on 30th Sep, 2020

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30TH SEP 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		
1	Complaints made by customers							
a)	Proposal Related	-	2	2	-	-	-	2
b)	Claim	93	143	33	-	110	-	236
c)	Policy related	19	14	10	-	4	-	33
d)	Premium	6	5	-	-	5	-	11
e)	Refund	3	2	-	-	2	-	5
f)	Coverage	1	-	-	-	-	-	1
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	2	22	6	-	16	-	24
	Total Number of compliants	124	188	51	-	137	-	312

2	Total No. of Policies during Previous Year FY 2019-20	14,18,641
3	Total No. of Claims during Previous Year FY 2019-20	1,85,013
4	Total No. of Policies during Current Period	7,18,446
5	Total No. of Claims during Current Period	81,735
6	Total No. of Policy complaints (Current period) per 10,000 policies (Current period)	0.46
7	Total No. of Claim complaints (Current period) per 10,000 Claims (Current period)	28.87

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	-	-	-