

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Somp General Insurance Company Limited

Date : As on 31st December, 2020

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST DECEMBER 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	1	-	-	1	-	3
b)	Claim	236	192	42	-	149	1	428
c)	Policy related	33	11	5	-	6	-	44
d)	Premium	11	6	1	-	5	-	17
e)	Refund	5	1	-	-	1	-	6
f)	Coverage	1	2	-	-	2	-	3
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	2	2	-	-	-	2
i)	Others	24	12	6	-	6	-	36
	Total Number of compliants	312	227	56	-	170	1	539

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	11,37,682
5	Total No. of Claims during Current Period	1,49,719
6	Total No. of Policy complaints (Current period) per 10,000 policies (Current period)	0.39
7	Total No. of Claim complaints (Current period) per 10,000 Claims (Current period)	28.59

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	-	-	-