

**PERIODIC DISCLOSURES**

**FORM NL-41: GRIEVANCE DISPOSAL**

Insurer: Universal Somp General Insurance Company Limited

Date : As on March 31,2021

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST MARCH 2021 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 complaints registered during the quarter upto the Financial Year
				Fully Accepted	Partially Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	-	-	-	-	-	-	3
b)	Claim	1	345	43	1	300	2	773
c)	Policy related	-	20	10	-	10	-	64
d)	Premium	-	6	-	-	6	-	23
e)	Refund	-	3	3	-	-	-	9
f)	Coverage	-	-	-	-	-	-	3
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	2
i)	Others	-	4	2	-	2	-	40
	<b>Total Number</b>	<b>1</b>	<b>378</b>	<b>58</b>	<b>1</b>	<b>318</b>	<b>2</b>	<b>917</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 Year	23,88,062
<b>5</b>	Total No. of Claims during Current Year	2,20,587
<b>6</b>	Total No. of Policy complaints (Current Year) per 10,000 policies (Current Year)	0.27
<b>7</b>	Total No. of Claim complaints (Current Year) per 10,000 Claims (Current Year)	35.04

<b>8</b>	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	2	-	2
b)	7 - 15 days	-	-	-
c)	15 - 30 days	-	-	-
d)	30 - 90 days	-	-	-
e)	90 days & Beyond	-	-	-
	<b>Total Number</b>	<b>2</b>	<b>-</b>	<b>2</b>