

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sampo General Insurance Company Limited

Date : As on June 30,2021

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30TH JUNE 2021 DURING FINANCIAL YEAR 2021-22

GRIEVANCE DISPOSAL

Sl 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	-	1	-	-	1	-	1
b)	Claim	2	379	12	4	348	17	379
c)	Policy related	-	38	15	-	22	1	38
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	2	-	-	2	-	2
f)	Coverage	-	1	1	-	-	-	1
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	1	-	-	1	-	1
i)	Others	-	-	-	-	-	-	-
	Total Number of compliants	2	422	28	4	374	18	422

2	Total No. of Policies during Previous Year FY 2020-21	23,88,062
3	Total No. of Claims during Previous Year FY 2020-21	2,20,587
4	Total No. of Policies during Current Period	3,30,338
5	Total No. of Claims during Current Period	50,401
6	Total No.of Policy complaints (Current period) per 10,000 policies (Current period)	1.15
7	Total No.of Claim complaints (Current period) per 10,000 Claims (Current period)	75.20

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	17	-	17
b)	7 - 15 days	1	-	1
c)	15 - 30 days	-	-	-
d)	30 - 90 days	-	-	-
e)	90 days & Beyond	-	-	-
	Total Number	18	-	18