

FORM NL-45-GREIVANCE DISPOSAL

Name of the Insurer: Universal Sampo General Insurance Company Limited

Date: As on December 31, 2024

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claims Related	9	267	34	3	237	2	855
c)	Policy Related	-	17	7	1	9	-	59
d)	Premium Related	1	1	-	-	2	-	14
e)	Refund Related	-	-	-	-	-	-	6
f)	Coverage Related	-	4	2	-	2	-	4
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	-
i)	Others (to be specified) (i) CKYC Related (ii) NCB Related (iii) Parivahan Portal	-	7	3	-	4	-	19
	Total	10	296	46	4	254	2	957
2	Total No. of policies during previous year quarter: Q3 2023-24	19,65,704						
3	Total No. of claims during previous year quarter: Q3 2023-24	14,05,413						
4	Total No. of policies during current quarter: Q3 2024-25	20,93,437						
5	Total No. of claims during current quarter: Q3 2024-25	13,56,741						
6	Total No. of Policy Complaints (current quarter) per 10,000 policies (current quarter):	0.28						
7	Total No. of Claim Complaints (current quarter) per 10,000 claims registered (current quarter):	6.30						
8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total		
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	
	a) Up to 15 days	2	100%	-	-	2	100%	
	b) 15 - 30 days	-	-	-	-	-	-	
	c) 30 - 90 days	-	-	-	-	-	-	
	d) 90 days & Beyond	-	-	-	-	-	-	
	Total Number of Complaints	2	100%	-	-	2	100%	

- Note :-
- (a) Opening balance should tally with the closing balance of the previous quarter.
 - (b) Complaints reported should be net of duplicate complaints
 - (c) No. of policies should be new policies (both individual and group) net of cancellations
 - (d) Claims should be no. of claims reported during the period
 - (e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.