

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sampo General Insurance Company Limited

Date : As on 31ST MARCH 2015

Grievance Disposal For The Period Upto 31ST MARCH 2015 During Financial Year 2014-15

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	-	-	-	-	-	-	-
b)	Claim	450	125	56	-	45	474	549
c)	Policy related	-	12	2	-	10	-	51
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	-	-	-	-	-	-
	Total Number of compliants	450	137	58	-	55	474	600

2	Total No. of Policies during Previous Year FY 2013-14	8,88,814
3	Total No. of Claims during Previous Year FY 2013-14	72,130
4	Total No. of Policies during Current Year	9,71,310
5	Total No. of Claims during Current Year	91,951
6	Total No. of Policy complaints (Current year) per 10,000 policies (Current year)	0.50
7	Total No. of Claim complaints (Current year) per 10,000 Claims (Current year)	60

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	2	-	2
b)	7 - 15 days	1	-	1
c)	15 - 30 days	9	-	9
d)	30 - 90 days	43	-	43
e)	90 days & Beyond	419	-	419
	Total Number	474	-	474

* Opening balance should tally with the closing balance of the previous financial year.