

**PERIODIC DISCLOSURES**

**FORM NL-41: GRIEVANCE DISPOSAL**

Insurer: Universal Sompo General Insurance Company Limited

Date : As on December 31, 2016

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST DECEMBER,2016 DURING FINANCIAL YEAR 2016-17

**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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claim	-	95	68	-	27	-	334
c)	Policy related	-	10	3	-	7	-	38
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	-	-	-	-	-	-
	<b>Total Number of compliants</b>	-	<b>105</b>	<b>71</b>	-	<b>34</b>	-	<b>372</b>

<b>2</b>	Total No. of Policies during Previous Year FY 2014-15	1,016,455
<b>3</b>	Total No. of Claims during Previous Year FY 2014-15	111,612
<b>4</b>	Total No. of Policies during Current Year	741,829
<b>5</b>	Total No. of Claims during Current Year	91,576
<b>6</b>	Total No. of Policy complaints (Current year) per 10,000 policies (Current year)	1
<b>7</b>	Total No. of Claim complaints (Current year) per 10,000 Claims (Current year)	36

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

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