

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sampo General Insurance Company Limited

Date : As on 31st December,2017

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30th SEPTEMBER 2017 DURING FINANCIAL YEAR 2017-18

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	197	85	49	-	36	-	282
c)	Policy related	28	9	3	-	6	-	37
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	1	-	-	-	-	-	1
	Total Number of compliants	226	94	52	-	42	-	320

2	Total No. of Policies during Previous Year FY 2016-17	10,28,289
3	Total No. of Claims during Previous Year FY 2016-17	1,21,261
4	Total No. of Policies during Current Year	9,05,756
5	Total No. of Claims during Current Year	87,151
6	Total No. of Policy complaints (Current year) per 10,000 policies (Current year)	0.41
7	Total No. of Claim complaints (Current year) per 10,000 Claims (Current year)	32.36

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

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