



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QTR 2 2015-16

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.07.2015	ADDITIONS	COMPLAINTS DISPOSED DURING QTR 2 2015-16			COMPLAINTS PENDING AS ON 30.09.2015	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	1	2	1	1	0	1	6
b)	Claim	193	933	422	79	360	265	1761
c)	Policy Related	25	262	197	23	26	41	594
d)	Premium	4	66	46	2	8	14	119
e)	Refund	9	39	24	7	5	12	73
f)	Coverage	1	25	12	1	5	8	40
g)	Cover Note Related	0	18	9	5	2	2	30
h)	Product	0	4	2	1	1	0	4
i)	Others	26	246	157	21	62	32	476
	Total No. of complaints	259	1595	870	140	469	375	3103

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4142975
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	682785
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4083226
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	700252
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.02
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	13.32

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	253	0	253
b)	7 - 15 DAYS	29	0	29
c)	15 - 30 DAYS	39	0	39
d)	30 - 90 DAYS	37	0	37
e)	90 DAYS & BEYOND	17	0	17
	TOTAL NO. OF COMPLAINTS	375	0	375