



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q3-2017-18

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.10.2017	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER 3 2017-18			COMPLAINTS PENDING AS ON 31.12.2017	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	3	12	14	0	1	0	35
b)	Claim	603	1693	1232	130	482	452	5123
c)	Policy Related	28	341	296	16	26	31	981
d)	Premium	3	91	62	4	16	12	231
e)	Refund	11	54	46	2	6	11	161
f)	Coverage	6	21	17	0	6	4	70
g)	Cover Note Related	1	5	6	0	0	0	26
h)	Product	0	2	1	0	0	1	9
i)	Others	69	259	241	12	29	46	892
	Total No. of complaints	724	2478	1915	164	566	557	7528

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4300576
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	1070864
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4689182
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1584570
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.12
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	10.68

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	124		124
b)	7 - 15 DAYS	112		112
c)	15 - 30 DAYS	121		121
d)	30 - 90 DAYS	156		156
e)	90 DAYS & BEYOND	44		44
	TOTAL NO. OF COMPLAINTS	557	0	557