

PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QTR 3 2018-19

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 30.09.2018	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING QTR 3 2018-19			COMPLAINTS PENDING AS ON 31.12.2018	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
a)	Proposal Related	0	5	0	4	0	0	1	14
b)	Claim	660	1534	44	1008	91	317	827	4765
c)	Policy Related	18	195	2	146	32	14	39	566
d)	Premium	11	33	1	18	0	4	15	106
e)	Refund	20	70	0	47	0	5	33	172
f)	Coverage	5	10	0	7	2	4	4	34
g)	Cover Note Related	0	5	0	3	1	1	1	13
h)	Product	1	3	0	4	1	0	0	9
i)	Others	51	152	2	112	16	25	55	531
	Total No. of complaints	766	2007	49	1349	143	370	975	6210

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4689182
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	1584570
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	12601802
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	5511785
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	0.73
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	8.65

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	151	0	151
b)	7 - 15 DAYS	157	0	157
c)	15 - 30 DAYS	205	0	205
d)	30 - 90 DAYS	267	0	267
e)	90 DAYS & BEYOND	195	0	195
	TOTAL NO. OF COMPLAINTS	975	0	975