



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q4-2015-16

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.01.2016	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER 3 2015-16			COMPLAINTS PENDING AS ON 31.03.2016	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	0	14	12	0	2	0	24
b)	Claim	262	988	723	66	445	16	3610
c)	Policy Related	57	373	362	11	55	2	1285
d)	Premium	5	73	61	1	16	0	257
e)	Refund	7	60	58	1	8	0	163
f)	Coverage	3	19	12	2	8	0	66
g)	Cover Note Related	2	14	13	0	3	0	59
h)	Product	1	3	2	0	2	0	10
i)	Others	44	247	217	8	66	0	897
	Total No. of complaints	381	1791	1460	89	605	18	6371

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	6854483
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	638053
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	5199042
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	915673
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.07
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	10.79

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	11		11
b)	7 - 15 DAYS	1		1
c)	15 - 30 DAYS	3		3
d)	30 - 90 DAYS	1		1
e)	90 DAYS & BEYOND	2		2
	TOTAL NO. OF COMPLAINTS	18	0	18