



## PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

## GRIEVANCE DISPOSAL

Q4-2017-18

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	0	12	11	0	1	0	47
b)	Claim	452	1649	1260	141	432	268	6772
c)	Policy Related	31	339	329	16	17	8	1320
d)	Premium	12	68	68	4	7	1	299
e)	Refund	11	65	59	7	3	7	226
f)	Coverage	4	16	10	0	7	3	86
g)	Cover Note Related	0	11	10	1	0	0	37
h)	Product	1	2	3	0	0	0	11
i)	Others	46	331	290	19	42	26	1223
	Total No. of complaints	557	2493	2040	188	509	313	10021

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	5685806
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	1075392
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	3737105
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	2207377
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.37
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	7.47

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	63		63
b)	7 - 15 DAYS	38		38
c)	15 - 30 DAYS	46		46
d)	30 - 90 DAYS	110		110
e)	90 DAYS & BEYOND	56		56
	<b>TOTAL NO. OF COMPLAINTS</b>	<b>313</b>	<b>0</b>	<b>313</b>