



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QTR 3 2020-21

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2020	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING QTR 3 2020-21			COMPLAINTS PENDING AS ON 31.12.2020	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
	a) Proposal Related	0	4	0	3	0	1	0	4
	b) Claim	132	3411	119	1750	600	1095	217	3530
	c) Policy Related	6	758	5	468	90	190	21	763
	d) Premium	2	159	2	85	35	40	3	161
	e) Refund	7	111	3	55	15	40	11	114
	f) Coverage	0	50	0	22	10	16	2	50
	g) Cover Note Related	0	8	0	4	2	1	1	8
	h) Product	0	5	0	4	0	1	0	5
	i) Others	12	765	10	380	160	203	44	775
	<b>Total No. of complaints</b>	<b>159</b>	<b>5271</b>	<b>139</b>	<b>2771</b>	<b>912</b>	<b>1587</b>	<b>299</b>	<b>5410</b>

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4025313
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	1352857
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	3927483
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1691169
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	2.81
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	20.87

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARY	TOTAL
	a) UPTO 7 DAYS	91	0	91
	b) 7 - 15 DAYS	92	0	92
	c) 15 - 30 DAYS	30	0	30
	d) 30 - 90 DAYS	77	0	77
	e) 90 DAYS & BEYOND	9	0	9
	<b>TOTAL NO. OF COMPLAINTS</b>	<b>299</b>	<b>0</b>	<b>299</b>