



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QUARTER III 2013-14

| S.NO. | GRIEVANCE PARTICULARS | OPENING BALANCE AS ON 01.10.2013 | ADDITIONS | COMPLAINTS DISPOSED DURING QUARTER - III - 2013-14 | | | COMPLAINTS PENDING AS ON 31.12.2013 | TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER |
|----------|-------------------------------------|----------------------------------|-------------|--|--------------------|------------|-------------------------------------|--|
| | | | | FULLY ACCEPTED | PARTIALLY ACCEPTED | REJECTED | | |
| 1 | Complaints made by customers | | | | | | | |
| a) | Proposal Related | 1 | 4 | 3 | 0 | 1 | 1 | 19 |
| b) | Claim | 325 | 850 | 519 | 51 | 242 | 363 | 2940 |
| c) | Policy Related | 39 | 213 | 184 | 12 | 17 | 39 | 779 |
| d) | Premium | 6 | 72 | 52 | 6 | 8 | 12 | 186 |
| e) | Refund | 8 | 32 | 21 | 5 | 4 | 10 | 94 |
| f) | Coverage | 0 | 10 | 5 | 1 | 2 | 2 | 31 |
| g) | Cover Note Related | 4 | 12 | 13 | 0 | 1 | 2 | 62 |
| h) | Product | 1 | 2 | 1 | 0 | 0 | 2 | 9 |
| i) | Others | 35 | 178 | 135 | 9 | 20 | 49 | 585 |
| | Total No. of complaints | 419 | 1373 | 933 | 84 | 295 | 480 | 4705 |

| | | |
|----------|---|----------------|
| 2 | TOTAL NO OF POLICIES DURING PREVIOUS YEAR | 4595774 |
| 3 | TOTAL NO OF CLAIMS DURING PREVIOUS YEAR | 391586 |
| 4 | TOTAL NO OF POLICIES DURING CURRENT YEAR | 4657706 |
| 5 | TOTAL NO OF CLAIMS DURING CURRENT YEAR | 434944 |
| 6 | TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR) | 0.74 |
| 7 | TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR) | 19.54 |

| 8 | DURATION WISE PENDING STATUS | COMPLAINTS MADE BY CUSTOMER | COMPLAINTS MADE BY INTERMEDIARIES | TOTAL |
|----------|-------------------------------------|------------------------------------|--|--------------|
| a) | UPTO 7 DAYS | 129 | 137 | 266 |
| b) | 7 - 15 DAYS | 16 | 23 | 39 |
| c) | 15 - 30 DAYS | 35 | 35 | 70 |
| d) | 30 - 90 DAYS | 20 | 47 | 67 |
| e) | 90 DAYS & BEYOND | 4 | 34 | 38 |
| | TOTAL NO. OF COMPLAINTS | 204 | 276 | 480 |