



UNITED INDIA INSURANCE COMPANY LIMITED

PERIODIC DISCLOSURES - FORM NL-41

GRIEVANCE DISPOSAL

Q4 2018-19

S.NO.	GRIEVANCE PARTICULAR	OPENING BALANCE AS ON 01.04.2018	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING 2018-19			COMPLAINTS PENDING AS ON 31.03.2019	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
a)	Proposal Related	0	25	1	25	1	0	26	
b)	Claim	268	6462	211	6161	349	91	6673	
c)	Policy Related	8	879	5	775	71	36	884	
d)	Premium	1	169	4	140	8	24	173	
e)	Refund	7	241	3	198	16	30	244	
f)	Coverage	3	54	0	46	8	1	54	
g)	Cover Note Related	0	18	0	15	1	2	18	
h)	Product	0	16	0	15	1	0	16	
i)	Others	26	805	16	632	68	122	821	
	Total No. of complaints	313	8669	240	8007	523	306	8909	

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	3737105
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	2207377
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	17410498
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	6434686
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	0.81
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	10.37

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