

**PERIODIC DISCLOSURES - FORM NL-41****UNITED INDIA INSURANCE COMPANY LIMITED****GRIEVANCE DISPOSAL****FOR QUARTER II 2013-14**

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.07.2013	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER - II - 2013-14			COMPLAINTS PENDING AS ON 30.09.2013	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	2	5	3	1	2	1	5
b)	Claim	549	1001	661	121	445	325	1001
c)	Policy Related	112	281	294	25	35	39	281
d)	Premium	13	46	32	11	10	6	46
e)	Refund	5	35	20	7	5	8	35
f)	Coverage	0	10	2	0	8	0	10
g)	Cover Note Related	7	17	17	1	2	4	17
h)	Product	0	6	2	3	0	1	6
i)	Others	83	195	167	28	46	35	195
	Total No. of complaints	771	1596	1198	197	553	419	1596

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4209415
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	437174
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4638004
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	349115
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	0.86
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	28.67

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	114	93	207
b)	7 - 15 DAYS	25	18	43
c)	15 - 30 DAYS	12	24	36
d)	30 - 90 DAYS	24	68	92
e)	90 DAYS & BEYOND	9	32	41
	TOTAL NO. OF COMPLAINTS	184	235	419