

								
<b>PERIODIC DISCLOSURES - FORM NL-41</b>								
<b>UNITED INDIA INSURANCE COMPANY LIMITED</b>								
<b>GRIEVANCE DISPOSAL</b>								
<b>FOR QTR 1 2015-16</b>								
S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2015	ADDITIONS	COMPLAINTS DISPOSED DURING QTR 1 2015-16			COMPLAINTS PENDING AS ON 30.06.2015	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	4	3	0	0	1	4
b)	Claim	39	889	377	69	289	193	889
c)	Policy Related	5	337	240	32	45	25	337
d)	Premium	2	56	35	3	16	4	56
e)	Refund	0	35	15	5	6	9	35
f)	Coverage	0	16	8	2	5	1	16
g)	Cover Note Related	0	12	8	3	1	0	12
h)	Product	0	1	0	0	1	0	1
i)	Others	9	238	128	30	63	26	238
	<b>Total No. of complaints</b>	<b>55</b>	<b>1588</b>	<b>814</b>	<b>144</b>	<b>426</b>	<b>259</b>	<b>1588</b>

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4880317
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	294316
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4069409
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	606143
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.13
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	14.67

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	177	0	177
b)	7 - 15 DAYS	23	0	23
c)	15 - 30 DAYS	22	0	22
d)	30 - 90 DAYS	26	0	26
e)	90 DAYS & BEYOND	11	0	11
	<b>TOTAL NO. OF COMPLAINTS</b>	<b>259</b>	<b>0</b>	<b>259</b>