



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q2-2014-15

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.07.2014	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER 2 2014-15			COMPLAINTS PENDING AS ON 30.09.2014	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	0	2	0	1	0	1	9
b)	Claim	355	797	541	85	313	213	1673
c)	Policy Related	66	291	276	21	31	29	546
d)	Premium	10	47	37	5	8	7	103
e)	Refund	6	39	27	1	4	13	54
f)	Coverage	5	22	13	7	3	4	31
g)	Cover Note Related	0	7	5	0	1	1	23
h)	Product	1	3	3	0	0	1	7
i)	Others	65	172	159	12	27	39	355
	Total No. of complaints	508	1380	1061	132	387	308	2801

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4638004
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	349115
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4142975
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	682785
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	0.99
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	11.67

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY	TOTAL
a)	UPTO 7 DAYS	92	83	175
b)	7 - 15 DAYS	16	14	30
c)	15 - 30 DAYS	10	18	28
d)	30 - 90 DAYS	18	29	47
e)	90 DAYS & BEYOND	6	22	28
	TOTAL NO. OF COMPLAINTS	142	166	308