



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q1-2018-19

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.10.2017	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER 3 2017-18			COMPLAINTS PENDING AS ON 31.12.2017	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	0	3	3	0	0	0	3
b)	Claim	268	1681	894	82	308	665	1681
c)	Policy Related	8	195	155	7	7	34	195
d)	Premium	1	39	34	1	2	3	39
e)	Refund	7	49	34	4	3	15	49
f)	Coverage	3	13	2	2	5	7	13
g)	Cover Note Related	0	4	3	0	0	1	4
h)	Product	0	3	0	0	1	2	3
i)	Others	26	223	138	18	29	54	223
	Total No. of complaints	313	2210	1263	114	355	781	2210

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	5947820
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	709486
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4332064
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1358787
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.22
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	12.37

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	149		149
b)	7 - 15 DAYS	147		147
c)	15 - 30 DAYS	128		128
d)	30 - 90 DAYS	254		254
e)	90 DAYS & BEYOND	103		103
	<b>TOTAL NO. OF COMPLAINTS</b>	<b>781</b>	<b>0</b>	<b>781</b>