

| PERIODIC DISCLOSURES - FORM NL-41 | | | | | | | | | |
|--|--------------------------------|----------------------------------|-------------|-----------|--|--------------------|------------|-------------------------------------|--|
| UNITED INDIA INSURANCE COMPANY LIMITED | | | | | | | | | |
| GRIEVANCE DISPOSAL | | | | | | | | | |
| FOR QTR 2 2018-19 | | | | | | | | | |
| S.NO. | GRIEVANCE PARTICULARS | OPENING BALANCE AS ON 01.07.2018 | ADDITIONS | REOPENED | COMPLAINTS DISPOSED DURING QTR 2 2018-19 | | | COMPLAINTS PENDING AS ON 30.09.2018 | TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER |
| | | | | | FULLY ACCEPTED | PARTIALLY ACCEPTED | REJECTED | | |
| 1 | Complaints made by customers | | | | | | | | |
| a) | Proposal Related | 0 | 6 | 0 | 4 | 1 | 1 | 0 | 9 |
| b) | Claim | 665 | 1477 | 44 | 1074 | 91 | 361 | 660 | 3202 |
| c) | Policy Related | 34 | 174 | 1 | 171 | 7 | 13 | 18 | 370 |
| d) | Premium | 3 | 32 | 1 | 18 | 3 | 4 | 11 | 72 |
| e) | Refund | 15 | 53 | 0 | 42 | 3 | 3 | 20 | 102 |
| f) | Coverage | 7 | 11 | 0 | 7 | 2 | 4 | 5 | 24 |
| g) | Cover Note Related | 1 | 4 | 0 | 4 | 0 | 1 | 0 | 8 |
| h) | Product | 2 | 3 | 0 | 4 | 0 | 0 | 1 | 6 |
| i) | Others | 54 | 160 | 4 | 133 | 8 | 26 | 51 | 377 |
| | Total No. of complaints | 781 | 1920 | 50 | 1457 | 115 | 413 | 766 | 4170 |

| | | |
|---|--|---------|
| 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 | 8499412 |
| 5 | TOTAL NO OF CLAIMS DURING CURRENT YEAR | 2589106 |
| 6 | TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR) | 0.70 |
| 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 | 119 | 0 | 119 |
| b) | 7 - 15 DAYS | 82 | 0 | 82 |
| c) | 15 - 30 DAYS | 178 | 0 | 178 |
| d) | 30 - 90 DAYS | 208 | 0 | 208 |
| e) | 90 DAYS & BEYOND | 179 | 0 | 179 |
| | TOTAL NO. OF COMPLAINTS | 766 | 0 | 766 |