



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QTR 4 2019-20

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2019	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING THE FY 2019-20			COMPLAINTS PENDING AS ON 31.03.20	TOTAL COMPLAINTS REGISTERED UPTO THE YEAR ENDED
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
a)	Proposal Related	0	24	0	15	2	7	0	24
b)	Claim	340	7347	249	4830	772	2211	123	7596
c)	Policy Related	10	1017	11	835	80	117	6	1028
d)	Premium	2	357	5	222	49	91	2	362
e)	Refund	7	232	9	195	14	32	7	241
f)	Coverage	2	91	3	58	10	28	0	94
g)	Cover Note Related	0	15	0	14	0	1	0	15
h)	Product	0	11	0	9	0	2	0	11
i)	Others	25	1093	26	840	92	200	12	1119
	Total No. of complaints	386	10187	303	7018	1019	2689	150	10490

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	17410498
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	6434686
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	16508340
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	4866214
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.08
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	15.61

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	28	0	28
b)	7 - 15 DAYS	12	0	12
c)	15 - 30 DAYS	33	0	33
d)	30 - 90 DAYS	60	0	60
e)	90 DAYS & BEYOND	26	0	26
	TOTAL NO. OF COMPLAINTS	159	0	159