



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q2-2017-18

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2016	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER 1 2016-17			COMPLAINTS PENDING AS ON 30.06.2016	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	3	14	9	0	5	3	23
b)	Claim	482	1743	1002	165	455	603	3430
c)	Policy Related	19	312	257	19	27	28	641
d)	Premium	3	68	54	6	8	3	141
e)	Refund	7	58	42	5	7	11	107
f)	Coverage	7	23	13	2	9	6	49
g)	Cover Note Related	0	8	7	0	0	1	21
h)	Product	0	2	1	0	1	0	7
i)	Others	59	305	229	21	45	69	633
	Total No. of complaints	580	2533	1614	218	557	724	5052

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4287148
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	889826
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4450653
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1479891
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.09
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	11.78

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	155		155
b)	7 - 15 DAYS	123		123
c)	15 - 30 DAYS	172		172
d)	30 - 90 DAYS	210		210
e)	90 DAYS & BEYOND	64		64
	TOTAL NO. OF COMPLAINTS	724	0	724