



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QTR 2 2019-20

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.07.2019	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING QTR 2 2019-20			COMPLAINTS PENDING AS ON 30.09.2019	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
a)	Proposal Related	1	9	0	6	3	1	0	9
b)	Claim	527	1726	68	1112	252	565	392	1794
c)	Policy Related	28	296	5	232	26	35	36	301
d)	Premium	6	106	3	52	19	33	11	109
e)	Refund	10	71	3	49	4	12	19	74
f)	Coverage	4	20	1	9	5	8	3	21
g)	Cover Note Related	1	5	0	5	0	1	0	5
h)	Product	2	3	0	2	0	2	1	3
i)	Others	33	274	3	205	24	45	36	277
	Total No. of complaints	612	2510	83	1672	333	702	498	2593

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	8499412
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	2589106
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4486159
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1158091
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.16
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	15.49

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	128		128
b)	7 - 15 DAYS	90	0	90
c)	15 - 30 DAYS	56	0	56
d)	30 - 90 DAYS	171	0	171
e)	90 DAYS & BEYOND	54	0	54
	TOTAL NO. OF COMPLAINTS	499	0	499