



UNITED INDIA INSURANCE COMPANY LIMITED

PERIODIC DISCLOSURES - FORM NL-41

GRIEVANCE DISPOSAL

FOR QTR 2 2020-21

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2020	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING QTR 2 2020-21			COMPLAINTS PENDING AS ON 30.09.2020	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
a)	Proposal Related	0	3	0	3	0	0	0	3
b)	Claim	132	2248	100	1419	290	528	243	2348
c)	Policy Related	6	490	5	365	72	45	19	495
d)	Premium	2	114	2	73	13	23	9	116
e)	Refund	7	61	3	50	9	9	3	64
f)	Coverage	0	30	0	17	7	6	0	30
g)	Cover Note Related	0	4	0	2	2	0	0	4
h)	Product	0	4	0	2	1	1	0	4
i)	Others	12	508	8	338	56	91	43	516
	Total No. of complaints	159	3462	118	2269	450	703	317	3580

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4486159
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	1158091
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	3890514
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1963832
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.84
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	11.96

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	144	0	144
b)	7 - 15 DAYS	48	0	48
c)	15 - 30 DAYS	47	0	47
d)	30 - 90 DAYS	60	0	60
e)	90 DAYS & BEYOND	18	0	18
	TOTAL NO. OF COMPLAINTS	317	0	317