



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q3-2015-16

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.10.2015	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER 3 2015-16			COMPLAINTS PENDING AS ON 31.12.2015	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	1	5	6	0	0	0	11
b)	Claim	265	906	506	82	321	262	2728
c)	Policy Related	41	323	260	19	28	57	922
d)	Premium	14	67	51	4	21	5	189
e)	Refund	12	32	28	4	5	7	106
f)	Coverage	8	7	9	1	2	3	48
g)	Cover Note Related	2	16	13	2	1	2	46
h)	Product	0	3	1	0	1	1	8
i)	Others	32	182	126	14	30	44	666
	Total No. of complaints	375	1541	1000	126	409	381	4724

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4145297
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	648027
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4069304
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	774816
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.11
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	11.69

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	246		246
b)	7 - 15 DAYS	51		51
c)	15 - 30 DAYS	36		36
d)	30 - 90 DAYS	32		32
e)	90 DAYS & BEYOND	16		16
	TOTAL NO. OF COMPLAINTS	381	0	381