



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QTR 3 2019-20

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.07.2019	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING QTR 3 2019-20			COMPLAINTS PENDING AS ON 31.12.2019	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers								
a)	Proposal Related	1	5	0	3	0	2	1	20
b)	Claim	392	1838	61	1004	154	441	692	5595
c)	Policy Related	36	254	1	205	14	24	48	810
d)	Premium	11	77	1	58	1	21	9	269
e)	Refund	19	62	0	56	3	6	16	179
f)	Coverage	3	35	2	19	0	11	10	76
g)	Cover Note Related	0	4	0	4	0	0	0	12
h)	Product	1	3	0	3	0	0	1	11
i)	Others	36	347	7	235	16	63	76	842
	Total No. of complaints	499	2625	72	1587	188	568	853	7814

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	12601802
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	5511785
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4025313
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1352857
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	3.42
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	41.36

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	178		178
b)	7 - 15 DAYS	178	0	178
c)	15 - 30 DAYS	176	0	176
d)	30 - 90 DAYS	240	0	240
e)	90 DAYS & BEYOND	81	0	81
	TOTAL NO. OF COMPLAINTS	853	0	853