



**PERIODIC DISCLOSURES - FORM NL-41**

**UNITED INDIA INSURANCE COMPANY LIMITED**

**GRIEVANCE DISPOSAL**

FOR QTR 1 2019-20

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.04.2019	ADDITIONS	REOPENED	COMPLAINTS DISPOSED DURING QTR 1 2019-20			COMPLAINTS PENDING AS ON 30.06.2019	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
					FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
<b>1</b>	<b>Complaints made by customers</b>								
a)	Proposal Related	0	6	0	4	0	1	6	
b)	Claim	340	1852	50	1146	146	423	1902	
c)	Policy Related	10	251	3	202	14	20	254	
d)	Premium	2	82	0	35	18	25	82	
e)	Refund	7	41	2	35	4	1	43	
f)	Coverage	2	18	0	9	1	6	18	
g)	Cover Note Related	0	3	0	2	0	0	3	
h)	Product	0	5	0	2	0	1	5	
i)	Others	25	206	5	156	21	26	211	
	<b>Total No. of complaints</b>	<b>386</b>	<b>2464</b>	<b>60</b>	<b>1591</b>	<b>204</b>	<b>503</b>	<b>612</b>	<b>2524</b>

<b>2</b>	<b>TOTAL NO OF POLICIES DURING PREVIOUS YEAR</b>	<b>4332064</b>
<b>3</b>	<b>TOTAL NO OF CLAIMS DURING PREVIOUS YEAR</b>	<b>1358787</b>
<b>4</b>	<b>TOTAL NO OF POLICIES DURING CURRENT YEAR</b>	<b>4045765</b>
<b>5</b>	<b>TOTAL NO OF CLAIMS DURING CURRENT YEAR</b>	<b>1311365</b>
<b>6</b>	<b>TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)</b>	<b>1.02</b>
<b>7</b>	<b>TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)</b>	<b>14.50</b>

<b>8</b>	<b>DURATION WISE PENDING STATUS</b>	<b>COMPLAINTS MADE BY CUSTOMER</b>	<b>COMPLAINTS MADE BY INTERMEDIARIES</b>	<b>TOTAL</b>
a)	UPTO 7 DAYS	176	0	176
b)	7 - 15 DAYS	86	86	172
c)	15 - 30 DAYS	172	0	172
d)	30 - 90 DAYS	109	0	109
e)	90 DAYS & BEYOND	69	0	69
	<b>TOTAL NO. OF COMPLAINTS</b>	<b>612</b>	<b>86</b>	<b>698</b>