



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QUARTER III 2012-13

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.10.2012	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER - III - 2012-13			COMPLAINTS PENDING AS ON 31.12.2012	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	3	15	9	1	3	5	35
b)	Claim	469	899	224	49	396	699	3141
c)	Policy Related	31	324	146	20	89	100	904
d)	Premium	28	73	50	4	14	33	229
e)	Refund	16	30	25	0	5	16	93
f)	Coverage	10	9	6	0	8	5	47
g)	Cover Note Related	4	19	15	2	2	4	64
h)	Product	0	8	6	1	1	0	11
i)	Others	112	275	196	15	73	103	779
	Total No. of complaints	673	1652	677	92	591	965	5303

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4135261
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	526702
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4595774
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	391586
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	3.01
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	80.21

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	241	204	445
b)	7 - 15 DAYS	55	45	100
c)	15 - 30 DAYS	48	67	115
d)	30 - 90 DAYS	64	111	175
e)	90 DAYS & BEYOND	38	519	130
	TOTAL NO. OF COMPLAINTS	446	965	965