



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QUARTER I 2012-13

S.NO.	PARTICULARS	OPENING BALANCE AS ON 01.04.2012	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER I 2012-13			COMPLAINTS PENDING AS ON 30.06.2012	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	3	13	12	1	1	2	13
b)	Claim	245	1112	364	48	262	683	1112
c)	Policy Related	49	301	207	26	29	88	301
d)	Premium	1	30	6	2	4	19	30
e)	Refund	0	32	15	2	5	10	32
f)	Coverage	1	17	9	0	3	6	17
g)	Cover Note Related	0	14	9	0	2	3	14
h)	Product	1	3	1	0	1	2	3
i)	Others	28	239	116	16	27	108	239
	Total No. of complaints	328	1761	739	95	334	921	1761

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	3946451
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	312319
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4632005
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	445937
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES (CURRENT YEAR)	0.89
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	24.94

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	Total
a)	UPTO 7 DAYS	227	296	523
b)	7 - 15 DAYS	44	34	78
c)	15 - 30 DAYS	15	25	40
d)	30 - 90 DAYS	80	115	195
e)	90 DAYS & BEYOND	18	67	85
	TOTAL	384	537	921