



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QUARTER II 2012-13

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.07.2012	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER - II - 2012-13			COMPLAINTS PENDING AS ON 30.09.2012	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	2	7	4	0	2	3	20
b)	Claim	683	1130	896	72	376	469	2242
c)	Policy Related	88	279	300	15	21	31	580
d)	Premium	19	126	84	5	28	28	156
e)	Refund	10	31	19	3	3	16	63
f)	Coverage	6	21	10	2	5	10	38
g)	Cover Note Related	3	31	27	0	3	4	45
h)	Product	2	0	1	1	0	0	3
i)	Others	108	265	194	23	44	112	504
	Total No. of complaints	921	1890	1535	121	482	673	3651

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	4236143
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	391661
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	4209415
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	437174
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	1.18
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	25.85

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	135	199	334
b)	7 - 15 DAYS	80	56	136
c)	15 - 30 DAYS	15	28	43
d)	30 - 90 DAYS	55	60	115
e)	90 DAYS & BEYOND	15	30	45
	TOTAL NO. OF COMPLAINTS	300	373	673