



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QUARTER IV 2013-14

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.01.2014	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER - IV - 2013-14			COMPLAINTS PENDING AS ON 31.03.2014	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	1	2	1	2	0	0	21
b)	Claim	363	866	625	104	412	88	3806
c)	Policy Related	39	311	293	25	27	5	1090
d)	Premium	12	73	62	10	8	5	259
e)	Refund	10	34	31	1	9	3	128
f)	Coverage	2	25	18	3	5	1	56
g)	Cover Note Related	2	12	12	1	1	0	74
h)	Product	2	3	2	0	1	2	12
i)	Others	49	164	156	21	31	5	749
	Total No. of complaints	480	1490	1200	167	494	109	6195

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	7003697
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	1169602
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	7751246
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	474411
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	0.59
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	18.25

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	14	27	41
b)	7 - 15 DAYS	4	6	10
c)	15 - 30 DAYS	5	17	22
d)	30 - 90 DAYS	9	13	22
e)	90 DAYS & BEYOND	1	13	14
	TOTAL NO. OF COMPLAINTS	33	76	109