



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

Q4-2014-15

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.01.2015	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER 4 2014-15			COMPLAINTS PENDING AS ON 31.03.2015	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	2	4	5	0	1	0	24
b)	Claim	386	751	578	114	406	39	3243
c)	Policy Related	66	382	364	27	52	5	1246
d)	Premium	16	100	72	14	28	2	263
e)	Refund	14	32	30	11	5	0	113
f)	Coverage	2	15	12	1	4	0	55
g)	Cover Note Related	2	14	13	1	2	0	53
h)	Product	1	3	4	0	0	0	12
i)	Others	53	229	183	20	70	9	759
	<b>Total No. of complaints</b>	<b>542</b>	<b>1530</b>	<b>1261</b>	<b>188</b>	<b>568</b>	<b>55</b>	<b>5768</b>

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	7751246
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	474411
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	6854483
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	638053
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	0.08
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	11.77

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	27	3	30
b)	7 - 15 DAYS	0	5	5
c)	15 - 30 DAYS	0	3	3
d)	30 - 90 DAYS	1	9	10
e)	90 DAYS & BEYOND	0	7	7
	<b>TOTAL NO. OF COMPLAINTS</b>	<b>28</b>	<b>27</b>	<b>55</b>