

FORM NL-41 GRIEVANCE DISPOSAL FOR THE PERIOD 2007-08

Insurer: UNITED INDIA INSURANCE CO LTD.

GRIEVANCE DISPOSAL

| SI.No. | Particulars | Opening Balance (01.04.2007) | Additions during the year 2007-08 | Complaints Resolved (01.04.2007 TO 31.03.2008) | | | Complaints pending (31.03.2008) |
|--------|--------------------------------------|---------------------------------|--------------------------------------|---|------------------|------------|------------------------------------|
| | | | | Fully Accepted | Partial Accepted | Rejected | |
| 1 | Complaints made by customers | | | | | | |
| | a) Sales related | 0 | 32 | 28 | 4 | 0 | 0 |
| | b) Policy Administration Related | 0 | 81 | 53 | 19 | 9 | 0 |
| | c) Insurance Policy Coverage related | 0 | 2 | 1 | 1 | 0 | 0 |
| | d) Claims related | 342 | 851 | 190 | 283 | 472 | 248 |
| | e) Others | 0 | 0 | 0 | 0 | 0 | 0 |
| | Total Number | 342 | 966 | 272 | 307 | 481 | 248 |
| | 2 Duration wise Pending Status | Complaints Made by customer | Complaints made by intermediaries | Total | | | |
| | a) Less than 15 days | 43 | 0 | 43 | | | |
| | b) Greater than 15 days | 205 | 0 | 205 | | | |
| | Total Number | 248 | 0 | 248 | | | |