



PERIODIC DISCLOSURES - FORM NL-41

UNITED INDIA INSURANCE COMPANY LIMITED

GRIEVANCE DISPOSAL

FOR QUARTER IV 2012-13

S.NO.	GRIEVANCE PARTICULARS	OPENING BALANCE AS ON 01.01.2013	ADDITIONS	COMPLAINTS DISPOSED DURING QUARTER - IV - 2012-13			COMPLAINTS PENDING AS ON 31.03.2013	TOTAL COMPLAINTS REGISTERED UPTO THE QUARTER
				FULLY ACCEPTED	PARTIALLY ACCEPTED	REJECTED		
1	Complaints made by customers							
a)	Proposal Related	5	10	12	2	0	1	45
b)	Claim	699	1051	845	80	626	199	4192
c)	Policy Related	100	386	377	33	59	17	1290
d)	Premium	33	80	83	7	17	6	309
e)	Refund	16	34	39	2	7	2	127
f)	Coverage	5	24	15	0	12	2	71
g)	Cover Note Related	4	44	40	3	1	4	108
h)	Product	0	0	0	0	0	0	11
i)	Others	103	274	255	16	77	29	1053
	Total No. of complaints	965	1903	1666	143	799	260	7206

2	TOTAL NO OF POLICIES DURING PREVIOUS YEAR	6526752
3	TOTAL NO OF CLAIMS DURING PREVIOUS YEAR	600563
4	TOTAL NO OF POLICIES DURING CURRENT YEAR	7003697
5	TOTAL NO OF CLAIMS DURING CURRENT YEAR	1169602
6	TOTAL NO OF POLICY COMPLAINTS (CURRENT YEAR) PER 10000 POLICIES(CURRENT YEAR)	0.83
7	TOTAL NO OF CLAIM COMPLAINTS (CURRENT YEAR) PER 10000 CLAIMS REGISTERED (CURRENT YEAR)	8.99

8	DURATION WISE PENDING STATUS	COMPLAINTS MADE BY CUSTOMER	COMPLAINTS MADE BY INTERMEDIARIES	TOTAL
a)	UPTO 7 DAYS	20	25	45
b)	7 - 15 DAYS	5	10	15
c)	15 - 30 DAYS	16	30	46
d)	30 - 90 DAYS	24	58	82
e)	90 DAYS & BEYOND	12	60	72
	TOTAL NO. OF COMPLAINTS	77	183	260