

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sompo General Insurance Company Limited

Date : As on 31st March 2012

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	-	-	-	-	-	-
a)	Sales Related	-	-	-	-	-	-
b)	Policy Administration Related	-	210	175	-	35	-
c)	Insurance Policy Coverage related	-	-	-	-	-	-
d)	Claims related	32	167	34	-	58	107
e)	others	-	12	10	-	2	-
d)	Total Number	32	389	219	-	95	107

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	6	-	6
b)	Greater than 15 days	101	-	101
	Total Number	107	-	107

* Opening balance should tally with the closing balance of the previous financial year.

* **ONE** Complaint from Consumer Forum out of total pending (closing complaints)