

## FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sampo General Insurance Company Limited

Date : As on December 31, 2018

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31 ST DECEMBER 2018 DURING FINANCIAL PERIOD 2018-19

## GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance as on Beginning of the Quarter	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at the end of the quarter	Total No. Of complaint registered during the quarter upto the Financial period
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claim	191	110	53	-	57	-	301
c)	Policy related	27	11	5	-	6	-	38
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	-	-	-	-	-	-
	<b>Total Number of compliants</b>	<b>218</b>	<b>121</b>	<b>58</b>	<b>-</b>	<b>63</b>	<b>-</b>	<b>339</b>

<b>2</b>	Total No. of Policies during Previous year FY 2017-18	12,79,991
<b>3</b>	Total No. of Claims during Previous year FY 2017-18	1,20,806
<b>4</b>	Total No. of Policies during Current period	9,10,916
<b>5</b>	Total No. of Claims during Current period	1,19,127
<b>6</b>	Total No. of Policy complaints (Current period) per 10,000 policies (Current period)	0.42
<b>7</b>	Total No. of Claim complaints (Current period) per 10,000 Claims (Current period)	25.27

<b>8</b>	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	-	-	-
b)	7 - 15 days	-	-	-
c)	15 - 30 days	-	-	-
d)	30 - 90 days	-	-	-
e)	90 days & Beyond	-	-	-
	<b>Total Number</b>	<b>-</b>	<b>-</b>	<b>-</b>