

FORM NL-41 - GRIEVANCE DISPOSAL

Registration No. 102



Date of Registration with the IRDA: 23.10.2000

Insurer: ROYAL SUNDARAM ALLIANCE INSURANCE COMPANY LIMITED

Date: 31-Dec-14

Grievance Disposal for the Period Upto 31st Dec 2014 During the Financial Year 2014-15

Sl No.	Particulars	Opening Balance * As on beginning of the Q3	Additions during Q3	Complaints Resolved/ Settled during the Q3			Complaints Pending at the end of the Q3	Total complaints registered upto the quarter during the Q3
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	0	3	3	0	0	0	3
	b) Claim	12	307	168	52	72	27	307
	c) Policy Related	38	1007	984	14	14	33	1007
	d) Premium	2	27	22	4	0	3	27
	e) Refund	1	14	12	2	1	0	14
	f) Coverage	1	2	2	0	1	0	2
	g) Cover Note Related	0	0	0	0	0	0	0
	h) Product	0	10	5	4	1	0	10
	i) Others	15	114	95	22	6	6	114
	Total Number of Complaints	69	1484	1291	98	95	69	1484

2	Total No. of Policies during previous year:	454664
3	Total No. of Claims during previous year:	93209
4	Total No. of Policies during current year:	419356
5	Total No. of Claims during current year:	95723
6	Total No. of Complaints (current year) per 10,000 policies (current year):	28.07
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	32.07

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	17	0	17
	b) 7 - 15 days	49	0	49
	c) 15 - 30 days	3	0	3
	d) 30 - 90 days	0	0	0
	e) 90 days & Beyond	0	0	0
	Total Number of Complaints	69	0	69

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