

**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-Mar-13
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**Grievance Disposal for the Period Upto 30th June 2013 During the Financial Year 2013-14**

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 Complaints being registered during the quarter
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	2	1	3	0	0	0	1
b)	Claim	7	189	92	45	46	13	189
c)	Policy Related	13	397	377	3	2	28	397
d)	Premium	1	22	19	0	3	1	22
e)	Refund	1	20	18	0	1	2	20
f)	Coverage	0	1	1	0	0	0	1
g)	Cover Note Related	0	2	1	0	0	1	2
h)	Product	0	6	4	1	0	1	6
i)	Others	7	90	72	5	10	10	90
	<b>Total Number of Complaints</b>	<b>31</b>	<b>728</b>	<b>587</b>	<b>54</b>	<b>62</b>	<b>56</b>	<b>728</b>

2	Total No. of Policies during previous year:	339677
3	Total No. of Claims during previous year:	82053
4	Total No. of Policies during current year:	365713
5	Total No. of Claims during current year:	107337
6	Total No. of Complaints (current year) per 10,000 policies (current year):	14.74
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	17.61

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	26	0	26
b)	7 - 15 days	28	0	28
c)	15 - 30 days	2	0	2
d)	30 - 90 days	0	0	0
e)	90 days & Beyond	0	0	0
	<b>Total Number of Complaints</b>	<b>56</b>	<b>0</b>	<b>56</b>

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