

**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-12
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**Grievance Disposal for the Period Upto 31st December 2012 During the Financial Year 2012-13**

Sl No.	Particulars	Opening Balance * As on being of the quarter	Additions during the quarter	Complaints Resolved/ Settled during			Complaints Pending at the end of the quarter	Total Complaints being registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	2	0	1	0	1	4
b)	Claim	28	200	65	93	44	26	547
c)	Policy Related	32	544	554	6	2	14	1436
d)	Premium	0	28	24	2	1	1	164
e)	Refund	4	23	22	4	0	1	61
f)	Coverage	0	1	1	0	0	0	2
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	1	1	0	0	0	2
i)	Others	14	98	79	20	6	7	300
	<b>Total Number of Complaints</b>	<b>78</b>	<b>897</b>	<b>746</b>	<b>126</b>	<b>53</b>	<b>50</b>	<b>2516</b>

2	Total No. of Policies during previous year:	374568
3	Total No. of Claims during previous year:	71673
4	Total No. of Policies during current year:	0
5	Total No. of Claims during current year:	0
6	Total No. of Complaints (current year) per 10,000 policies (current year):	0.00
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	0.00

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	14	0	14
b)	7 - 15 days	27	0	27
c)	15 - 30 days	6	0	6
d)	30 - 90 days	3	0	3
e)	90 days & Beyond	0	0	0
	<b>Total Number of Complaints</b>	<b>50</b>	<b>0</b>	<b>50</b>

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