

Insurer: ROYAL SUNDARAM ALLIANCE INSURANCE COMPANY LIMITED	Date: 31-MAR-2014
--	-------------------

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO : APRIL 2013 - MARCH 2014 DURING THE FINANCIAL YEAR : 2013 - 2014

Sl.No	Particulars	Opening Balance * As on beginning of the Financial Year	Additons during the Financial Year	Complaints Resolved / Settled during the Financial Year			Complaints Pending at the end of Financial Year	Total complaints registered during the Financial Year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers							
a)	Proposal Related	2	7	8	1	0	0	7
b)	Claim	7	803	409	176	211	14	803
c)	Policy Related	13	1524	1460	18	13	46	1524
d)	Premium	1	64	56	3	5	1	64
e)	Refund	1	80	77	1	3	0	80
f)	Coverage	0	8	8	0	0	0	8
g)	Cover Note Related	0	4	3	1	0	0	4
i)	Product	0	21	19	1	1	0	21
j)	Others	7	399	340	27	34	5	399
	Total Number of complaints:	31	2910	2380	228	267	66	2910

2	Total No.of policies during previous year:	1585748
3	Total No.of claims during previous year:	290429
4	Total No.of policies during current year:	1532647
5	Total No.of claims during current year:	385294
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	13.75
7	Total No. of Claim Complaints (current year) per 10,000claims registered (current year) :	20.84

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	31	0	31
(b)	7 - 15 days	34	0	34
(c)	15-30 days	1	0	1
(d)	30-90 days	0	0	0
(e)	90 days & Beyond	0	0	0
	Total No. of complaints	66	0	66

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

Signature _____