

Insurer: ROYAL SUNDARAM ALLIANCE INSURANCE COMPANY LIMITED (102)

Date: 31-Dec-2013

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

SI.No	Particulars	Opening Balance * As on beginning of the Quarter	Additons during the Quarter	Complaints Resolved / Settled during the Quarter			Complaints Pending at the end of the Quarter	Total complaints registered upto the Quarter during the Financial Year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers							
a)	Proposal Related	2	3	3	0	0	1	6
b)	Claim	9	178	122	3	53	16	559
c)	Policy Related	21	309	307	1	1	15	1077
d)	Premium	0	11	10	1	0	0	48
e)	Refund	2	17	17	0	0	0	83
f)	Coverage	0	2	2	0	0	0	9
g)	Cover Note Related	0	1	1	0	0	0	4
i)	Product	1	2	2	0	0	1	71
j)	Others	5	99	94	0	5	7	229
	Total Number of complaints:	40	622	558	5	59	40	2086

2	Total No.of policies during previous year:	1131927
3	Total No.of claims during previous year:	250652
4	Total No.of policies during current year:	1131956
5	Total No.of claims during current year:	195833
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	13.49
7	Total No. of Claim Complaints (current year) per 10,000claims registered (current year) :	28.54

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	37	0	37
(b)	7 - 15 days	3	0	3
(c)	15-30 days	0	0	0
(d)	30-90 days	0	0	0
(e)	90 days & Beyond	0	0	0
	Total No. of complaints	40	0	40

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