

FORM NL-41 - GRIEVANCE DISPOSAL

Registration No. 102



Royal Sundaram

Date of Registration with the IRDA: 23.10.2000

Insurer: **ROYAL SUNDARAM ALLIANCE INSURANCE COMPANY LIMITED**

Date:

30-Sep-12

Grievance Disposal

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	1	3	1	1	2	0
b)	Policy Administration Related	28	1066	1022	26	10	36
c)	Insurance Policy Coverage related	0	1	1			0
d)	Claims related	9	347	24	211	93	28
e)	Others	3	202	155	23	13	14
d)	Total Number	41	1619	1203	261	118	78

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	78	0	78
b)	Greater than 15 days	0	0	0
	Total Number	78	0	78

^^ Pending as on 30-Sep-12

