

FORM NL-41 - GRIEVANCE DISPOSAL

Registration No. 102

Date of Registration with the IRDA: 23.10.2000



Royal Sundaram

Insurer: ROYAL SUNDARAM ALLIANCE INSURANCE COMPANY LIMITED

Date: 30-Sep-14

Grievance Disposal for the Period Upto 30th Sep 2014 During the Financial Year 2014-15

Sl No.	Particulars	Opening Balance * As on beginning of the H1	Additions during H1	Complaints Resolved/ Settled during the H1			Complaints Pending at the end of the H1	Total complaints registered upto the quarter during the H1
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	0	6	6	0	0	0	6
	b) Claim	14	548	320	68	162	12	548
	c) Policy Related	44	1221	1202	14	11	38	1221
	d) Premium	1	34	28	2	3	2	34
	e) Refund	0	25	18	1	5	1	25
	f) Coverage	0	7	6	0	0	1	7
	g) Cover Note Related	0	1	1	0	0	0	1
	h) Product	0	14	7	3	4	0	14
	i) Others	7	226	172	18	28	15	226
	Total Number of Complaints	66	2082	1760	106	213	69	2082

2	Total No. of Policies during previous year:	726352
3	Total No. of Claims during previous year:	209961
4	Total No. of Policies during current year:	773190
5	Total No. of Claims during current year:	180760
6	Total No. of Complaints (current year) per 10,000 policies (current year):	19.84
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	30.32

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	31	0	31
	b) 7 - 15 days	38	0	38
	c) 15 - 30 days	0	0	0
	d) 30 - 90 days	0	0	0
	e) 90 days & Beyond	0	0	0
	Total Number of Complaints	69	0	69

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