

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-Jun-14

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

| Sl No. | Particulars | Opening Balance * As on beginning of the Q1 | Additions during Q1 | Complaints Resolved/ Settled during the Q1 | | | Complaints Pending at the end of the Q1 | Total complaints registered upto the quarter during the Q1 |
|----------|-------------------------------------|---|------------------------|---|---------------------|------------|--|---|
| | | | | Fully Accepted | Partial Accepted | Rejected | | |
| 1 | Complaints made by customers | | | | | | | |
| | a) Proposal Related | 0 | 4 | 4 | 0 | 0 | 0 | 4 |
| | b) Claim | 14 | 273 | 147 | 32 | 82 | 26 | 273 |
| | c) Policy Related | 44 | 505 | 524 | 5 | 3 | 17 | 505 |
| | d) Premium | 1 | 17 | 16 | 1 | 0 | 1 | 17 |
| | e) Refund | 0 | 16 | 11 | 0 | 3 | 2 | 16 |
| | f) Coverage | 0 | 3 | 2 | 0 | 0 | 1 | 3 |
| | g) Cover Note Related | 0 | 1 | 1 | 0 | 0 | 0 | 1 |
| | h) Product | 0 | 7 | 4 | 2 | 0 | 1 | 7 |
| | i) Others | 7 | 102 | 75 | 8 | 15 | 11 | 102 |
| | Total Number of Complaints | 66 | 928 | 784 | 48 | 103 | 59 | 928 |

| | | |
|---|--|--------|
| 2 | Total No. of Policies during previous year: | 365713 |
| 3 | Total No. of Claims during previous year: | 107337 |
| 4 | Total No. of Policies during current year: | 390798 |
| 5 | Total No. of Claims during current year: | 88224 |
| 6 | Total No. of Complaints (current year) per 10,000 policies (current year): | 16.76 |
| 7 | Total No. of Complaints (current year) per 10,000 claims registered(current year): | 30.94 |

| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|---|-----------------------------------|---------------------------------|---|-----------|
| | a) Upto 7 days | 26 | 0 | 26 |
| | b) 7 - 15 days | 33 | 0 | 33 |
| | 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 | 59 | 0 | 59 |

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