

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-Jun-15

Grievance Disposal for the Period Upto 30th Jun 2015 During the Financial Year 2015-16

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	1	0	1	0	0	1
b)	Claim	12	389	229	39	103	30	389
c)	Policy Related	12	894	870	11	11	14	894
d)	Premium	1	30	26	2	2	1	30
e)	Refund	0	13	9	0	2	2	13
f)	Coverage	1	4	2	2	1	0	4
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	1	11	5	1	4	2	11
i)	Others	10	160	130	22	10	8	160
	Total Number of Complaints	37	1502	1271	78	133	57	1502

2	Total No. of Policies during previous year: Q1 2014-2015	390798
3	Total No. of Claims during previous year: Q1 2014-2015	88224
4	Total No. of Policies during current year:	381667
5	Total No. of Claims during current year:	90166
6	Total No. of Complaints (current year) per 10,000 policies (current year):	29.16
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	43.14

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	20	0	20
b)	7 - 15 days	37	0	37
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	57	0	57

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