

## PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: **The Oriental Insurance Company Ltd.** Date: **31/03/2015**

GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	0	1	1	0	0	0
b)	Policy Administration rela	1	563	375	28	161	0
c)	Insurance Policy Coverag	0	23	4	0	10	9
d)	Claims related	19	1569	489	113	984	2
e)	Others	1	298	184	28	87	0
<b>d)</b>	<b>Total Number</b>	<b>21</b>	<b>2454</b>	<b>1053</b>	<b>169</b>	<b>1242</b>	<b>11</b>

<b>2</b>	<b>Duration wise Pending S</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	8	0	8
b)	Greater than 15 days	3	0	3
	<b>Total Number</b>	<b>11</b>	<b>0</b>	<b>11</b>

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