

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer:

The Oriental Insurance Co Ltd.

Date:

1/1/2016

GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	<b>Complaints made by customers</b>						
a)	Sales Related	0	2	1	0	0	0
b)	Policy Administration related	0	376	239	17	91	52
c)	Insurance Policy Coverage related	0	6	5	0	1	1
d)	Claims related	11	936	332	76	491	111
e)	Others	0	204	105	28	61	38
d)	<b>Total Number</b>	<b>11</b>	<b>1524</b>	<b>682</b>	<b>121</b>	<b>644</b>	<b>202</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	59	0	59
b)	Greater than 15 days	143	0	143
	<b>Total Number</b>	<b>202</b>	<b>0</b>	<b>202</b>

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