

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** Date: **4/1/2016**

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	6	2	2	2	0
b)	Policy Administration related	0	758	551	55	152	5
c)	Insurance Policy Coverage related	0	9	8	0	1	0
d)	Claims related	11	1884	840	174	825	51
e)	Others	0	442	253	55	128	6
<b>d)</b>	<b>Total Number</b>	<b>11</b>	<b>3099</b>	<b>1654</b>	<b>286</b>	<b>1108</b>	<b>62</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	25	0	25
b)	Greater than 15 days	37	0	37
	<b>Total Number</b>	<b>62</b>	<b>0</b>	<b>62</b>

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