

PERIODIC DISCLOSURES

FORM NL GRIEVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** **2nd Quarter**

up to 30-09-2017

GRIEVANCE DISPOSAL						
SI No.	Particulars	Opening Balance	Additions	Fully Accepted	Complaints Resolved Partial Accepted	Complaints Pending
1	Complaints made by customers					
a)	Sales Related	0	0	0	0	0
b)	Policy Administration related	0	83	46	18	0
c)	Insurance Policy Coverage related	0	75	42	12	21
d)	Claims related	5	1097	451	343	185
e)	Others	4	232	128	74	12
d)	Total Number	9	1487	667	447	218

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	85	0	85
b)	Greater than 15 days	109	24	133
	Total Number	194	24	218

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