

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** Date: **01/07/2015**

GRIEVANCE DISPOSAL							
Sl 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	0	0	0	0	0
b)	Policy Administration related	0	117	73	5	27	12
c)	Insurance Policy Coverage related	0	2	1	0	1	0
d)	Claims related	11	368	117	15	159	88
e)	Others	0	51	21	3	14	13
<b>d)</b>	<b>Total Number</b>	<b>11</b>	<b>538</b>	<b>212</b>	<b>23</b>	<b>201</b>	<b>113</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	64	0	64
b)	Greater than 15 days	49	0	49
	<b>Total Number</b>	<b>113</b>	<b>0</b>	<b>113</b>

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