

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** Date: **10/1/2015**

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	0	0	0	0	0
b)	Policy Administration related	0	256	179	6	66	5
c)	Insurance Policy Coverage related	0	6	5	0	1	0
d)	Claims related	11	755	256	35	373	102
e)	Others	0	129	67	13	42	7
<b>d)</b>	<b>Total Number</b>	<b>11</b>	<b>1146</b>	<b>507</b>	<b>54</b>	<b>482</b>	<b>114</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	41	0	41
b)	Greater than 15 days	73	0	73
	<b>Total Number</b>	<b>114</b>	<b>0</b>	<b>114</b>

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