

PERIODIC DISCLOSURES

FORM NL GRIEVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** 3rd Quarter

up to 31-12-2017

GRIEVANCE DISPOSAL						
SI No.	Particulars	Opening Balance	Additions	Complaints Resolved		Complaints Pending
				Fully Accepted	Partial Accepted	
1	Complaints made by customers					
a)	Sales Related	0	0	0	0	0
b)	Policy Administration related	0	188	85	47	16
c)	Insurance Policy Coverage related	0	117	62	31	9
d)	Claims related	5	1873	889	629	127
e)	Others	4	376	190	131	20
d)	Total Number	9	2554	1226	838	172

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
b)	Greater than 15 days	109	24	133
	Total Number	148	24	172

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