

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** Date: **30-09-2013**

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	1	2	2	0	0	0
b)	Policy Administration related	25	318	301	10	62	49
c)	Insurance Policy Coverage related	11	16	8	1	4	3
d)	Claims related	334	974	296	55	679	278
e)	Others	9	172	120	10	58	23
<b>d)</b>	<b>Total Number</b>	<b>380</b>	<b>1482</b>	<b>727</b>	<b>76</b>	<b>803</b>	<b>256</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	67	0	67
b)	Greater than 15 days	189	0	189
	<b>Total Number</b>	<b>256</b>	<b>0</b>	<b>256</b>

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