

PERIODIC DISCLOSURES
FORM NL GRIEVANCE DISPOSAL

Insurer: The Oriental Insurance Co Ltd.
up to 30-09-2018

2nd Quarter

GRIEVANCE DISPOSAL

| SI No. | Particulars | Opening Balance * | Additions | Complaints Resolved | | | Complaints Pending |
|--------|-----------------------------------|-------------------|-----------|---------------------|------------------|----------|--------------------|
| | | | | Fully Accepted | Partial Accepted | Rejected | |
| 1 | Complaints made by customers | | | | | | |
| a) | Sales Related | 0 | 3 | 3 | 0 | 0 | 0 |
| b) | Policy Administration related | 0 | 213 | 160 | 25 | 14 | 14 |
| c) | Insurance Policy Coverage related | 0 | 8 | 1 | 3 | 3 | 1 |
| d) | Claims related | 5 | 742 | 237 | 107 | 330 | 73 |
| e) | Others | 1 | 356 | 163 | 69 | 96 | 29 |
| d) | Total Number | 6 | 1322 | 564 | 204 | 443 | 117 |
| 2 | Duration wise Pending Status | | | | | | |
| a) | Less than 15 days | | | 95 | 0 | | 95 |
| b) | Greater than 15 days | | | 22 | 0 | | 22 |
| | Total Number | | | 117 | 0 | | 117 |

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