

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** Date: **30/09/2011**

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	3	35	28	5	1	4
b)	Policy Administration related	258	207	184	22	2	257
c)	Insurance Policy Coverage related	7	180	138	28	16	5
d)	Claims related	754	2244	1836	168	126	868
e)	Others	30	83	91	9	6	7
<b>d)</b>	<b>Total Number</b>	<b>1052</b>	<b>2749</b>	<b>2277</b>	<b>232</b>	<b>151</b>	<b>1141</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	226	2	228
b)	Greater than 15 days	903	10	913
	<b>Total Number</b>	<b>1129</b>	<b>12</b>	<b>1141</b>

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