

FORM NL-41 - GRIEVANCE DISPOSAL

Registration No. 102

Date of Registration with the IRDA: 23.10.2000



Royal Sundaram

Insurer: ROYAL SUNDARAM ALLIANCE INSURANCE COMPANY LIMITED

Date: 30-Sep-13

Grievance Disposal for the Period Upto 30th September 2013 During the Financial Year 2013-14

Sl No.	Particulars	Opening Balance * As on beginning of the H1	Additions during H1	Complaints Resolved/ Settled during the H1			Complaints Pending at the end of the H1	Total Complaints being registered during the H1
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
	a) Proposal Related	2	3	4	0	0	2	3
	b) Claim	7	381	132	155	101	9	381
	c) Policy Related	13	769	743	9	5	21	769
	d) Premium	1	37	31	2	4	0	37
	e) Refund	1	66	56	2	5	2	66
	f) Coverage	0	7	6	0	1	0	7
	g) Cover Note Related	0	3	2	0	0	0	3
	h) Product	0	68	52	7	6	1	68
	i) Others	7	130	110	6	11	5	130
	Total Number of Complaints	31	1464	1136	181	133	40	1464

2	Total No. of Policies during previous year:	740,147
3	Total No. of Claims during previous year:	151,460
4	Total No. of Policies during current year:	726,352
5	Total No. of Claims during current year:	209,961
6	Total No. of Complaints (current year) per 10,000 policies (current year):	14.91
7	Total No. of Complaints (current year) per 10,000 claims registered(current year):	18.15

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	39	0	39
	b) 7 - 15 days	1	0	1
	c) 15 - 30 days	0	0	0
	d) 30 - 90 days	0	0	0
	e) 90 days & Beyond	0	0	0
	Total Number of Complaints	40	0	40

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