

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: The Oriental Insurance Co Ltd.

up to 31-12-2019

GRIEVANCE DISPOSAL

3rd Quarter

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	0	6	3	1	2	0
b)	Policy Administration related	0	474	388	26	55	5
c)	Insurance Policy Coverage related	0	21	4	1	16	0
d)	Claims related	0	1307	477	148	632	50
e)	Others	0	510	330	45	125	10
	Total Number	0	2318	1202	221	830	65

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
b)	Greater than 15 days	39	0	39
	Total Number	65	0	65

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