

PERIODIC DISCLOSURES

GRIEVANCE DISPOSAL

Insurer:

The Oriental Insurance Co Ltd.

up to 31-03-2020

GRIEVANCE DISPOSAL

4th Quarter

SI No.	Particulars	Opening Balance *	Additions	Complaints Received			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	0	6	3	1	2	0
a)	Sales Related	0	635	525	39	71	0
b)	Policy Administration related	0	29	6	3	20	0
c)	Insurance Policy Coverage related	0	1598	568	185	845	0
d)	Claims related	0	687	442	61	184	0
e)	Others	0	2955	1544	289	1122	0
	Total Number						

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

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