

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer: **The Oriental Insurance Co Ltd.** Date: **30/06/2011**

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	21	19	4	0	1
b)	Policy Administration related	258	135	97	19	1	276
c)	Insurance Policy Coverage related	7	120	99	16	9	3
d)	Claims related	754	806	851	112	82	515
e)	Others	30	53	50	7	2	24
<b>d)</b>	<b>Total Number</b>	<b>1052</b>	<b>1135</b>	<b>1116</b>	<b>158</b>	<b>94</b>	<b>819</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	134	1	135
b)	Greater than 15 days	676	8	684
	<b>Total Number</b>	<b>810</b>	<b>9</b>	<b>819</b>

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