

COMPLAINT ANALYSIS

Year

☐ 2011

☐ 2012

Month

All

Company

All

Reason

All

SubReason

All

Coverage

All

SubCoverage

All

Status

All

18,018

Total No. of Complaints

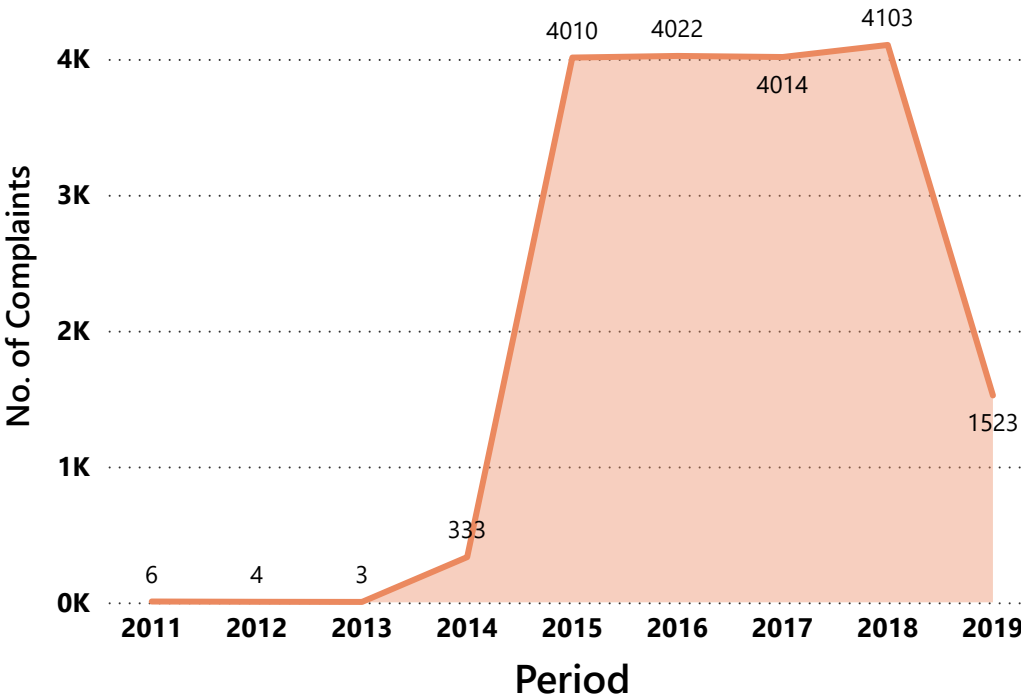
17,598

No. of Complaints Closed

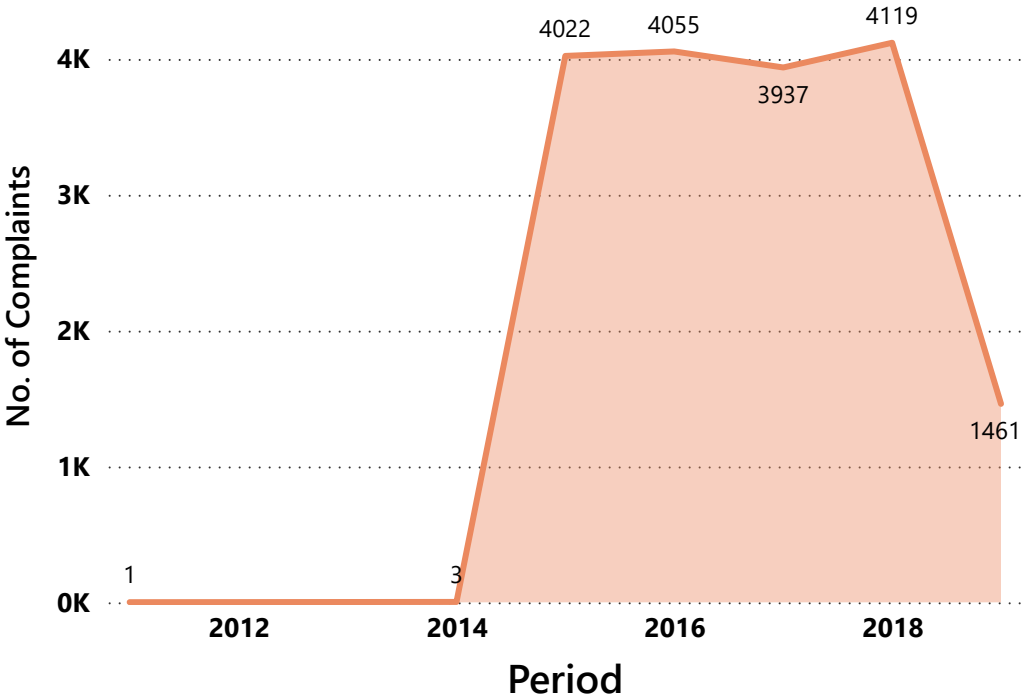
32

Average of Resolution Time (in Days)

No. of Complaints Opened



No. of Complaints Closed



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Coverage

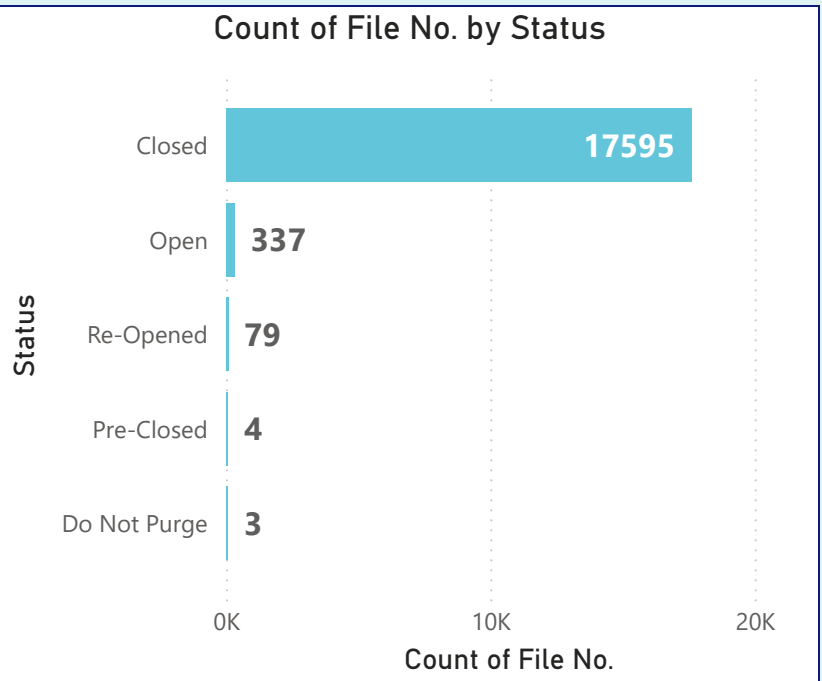
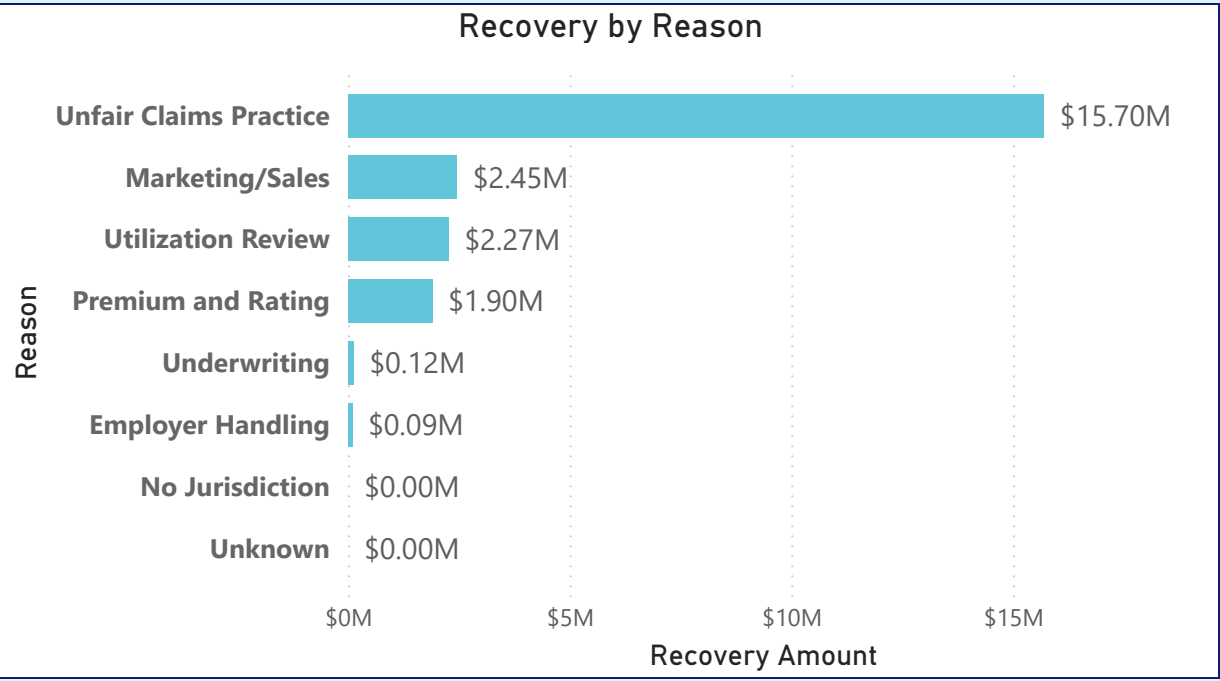
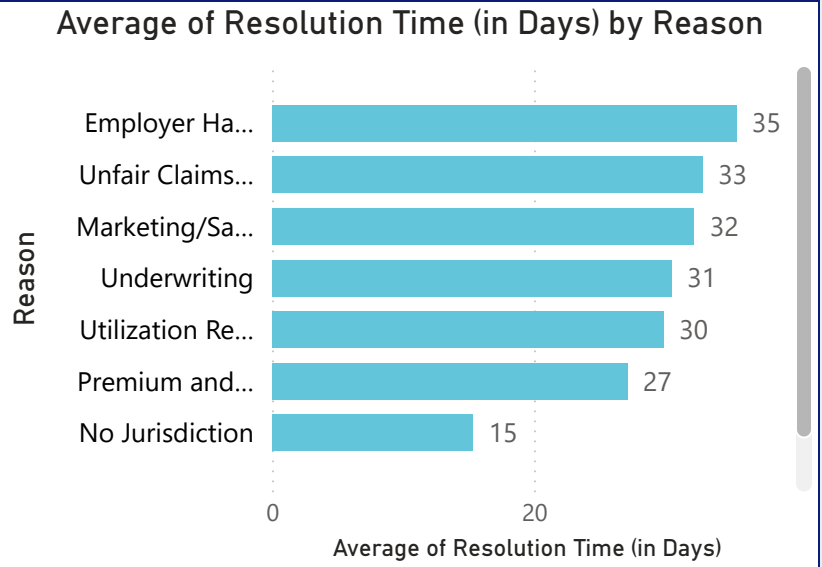
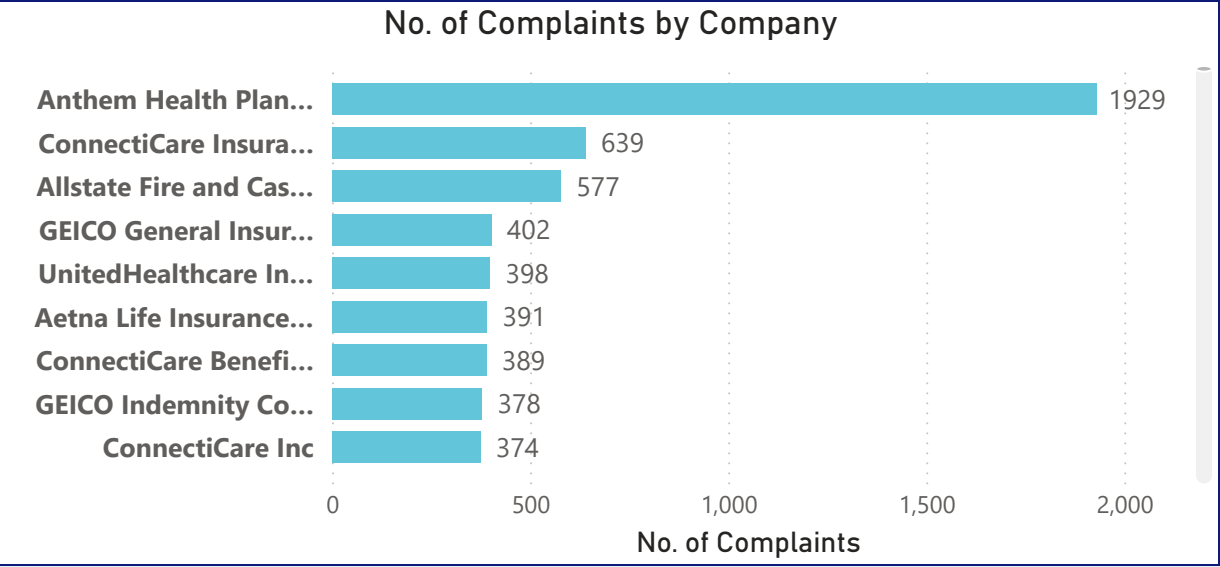
All

SubCoverage

All

Status

All



COMPLAINT ANALYSIS

Year

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Reason

All

SubReason

All

Coverage

All

SubCoverage

All

Status

All

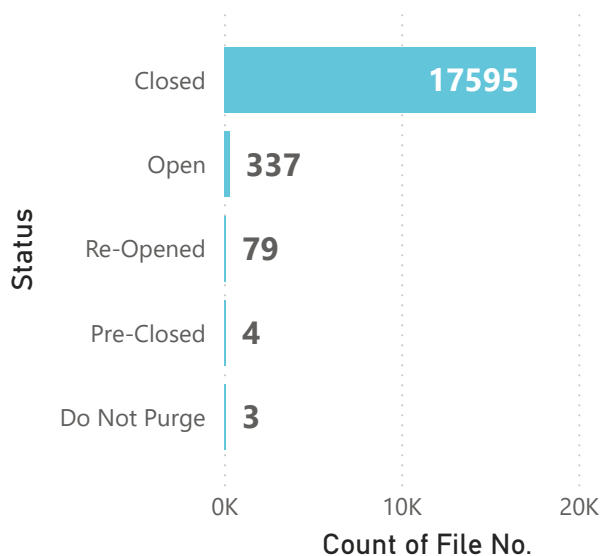
32

Average of Resolution Time (in Days)

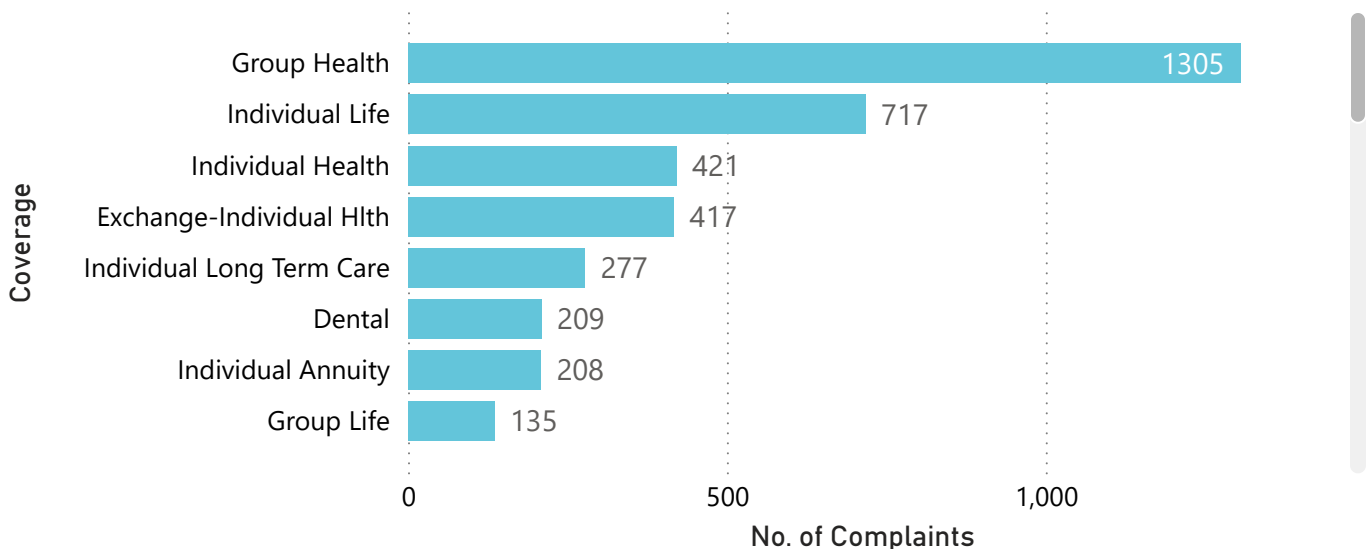
\$1,263

Average Recovery Amount

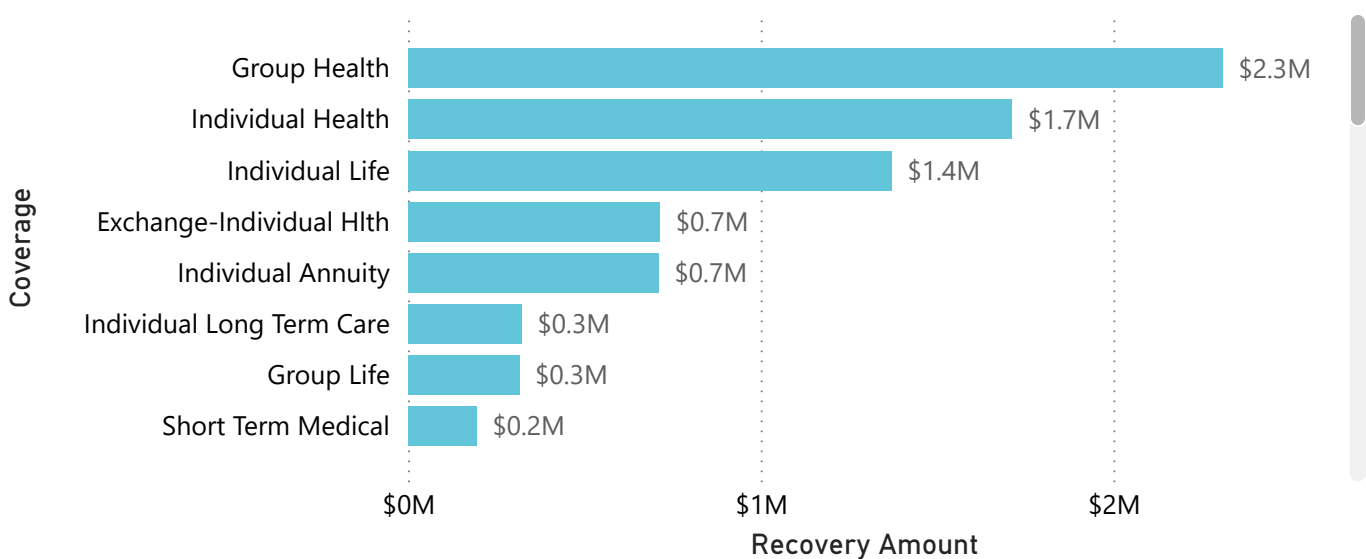
Count of File No. by Status



No. of Complaints by Coverage



Recovery by Coverage



COMPLAINT ANALYSIS

Year

2011

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All

Company

All

Reason

All

SubReason

All

Coverage

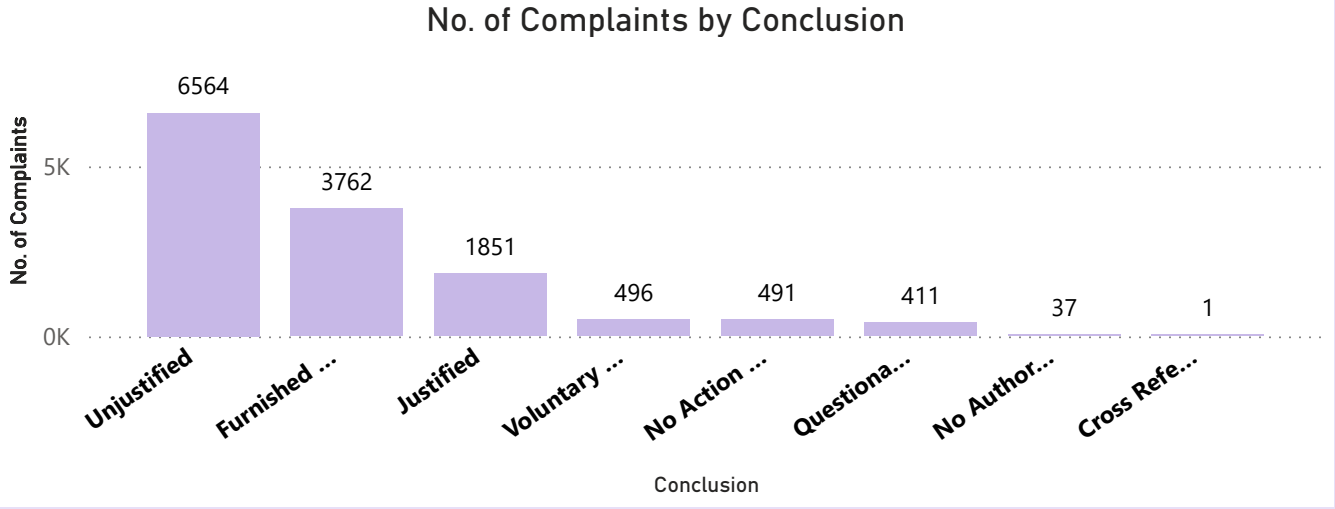
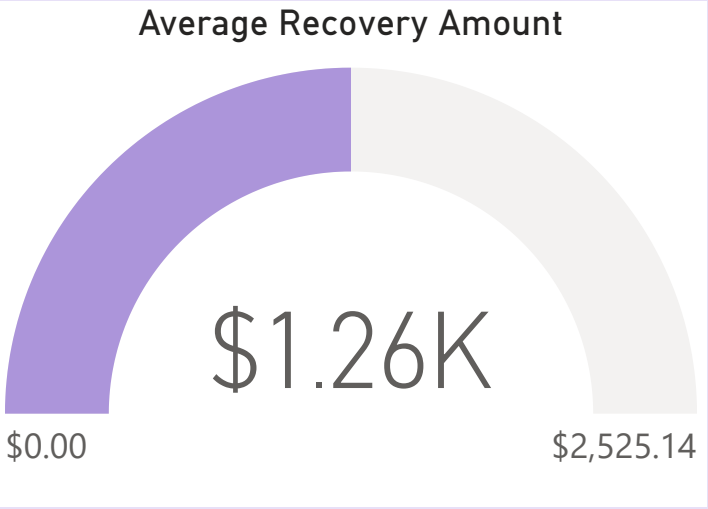
All

SubCoverage

All

Status

All



Month	Reason	Conclusion	Disposition	Status	No. of Complaints	Average of Resolution Time	Recovery
March	Utilization Review	Justified	Coverage Granted	Closed	4	43	\$17,00,346
March	Premium and Rating	Justified	Corrective Action	Closed	19	34	\$8,46,910
March	Unfair Claims Practice	Justified	Claim Settled	Closed	38	44	\$7,62,552
February	Unfair Claims Practice	Justified	Corrective Action	Closed	67	40	\$7,09,865
October	Unfair Claims Practice	Justified	Claim Settled	Closed	27	121	\$6,81,070
September	Unfair Claims Practice	Unjustified	Claim Settled	Closed	70	28	\$5,69,042
June	Marketing/Sales	Justified	Corrective Action	Closed	18	44	\$5,41,706
Total					17650	32	\$2,25,92,439

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All

Company

All

Reason

All

SubReason

All

Coverage

All

SubCoverage

All

Status

All

18,018

Total No. of Complaints

\$22.75M

Recovery

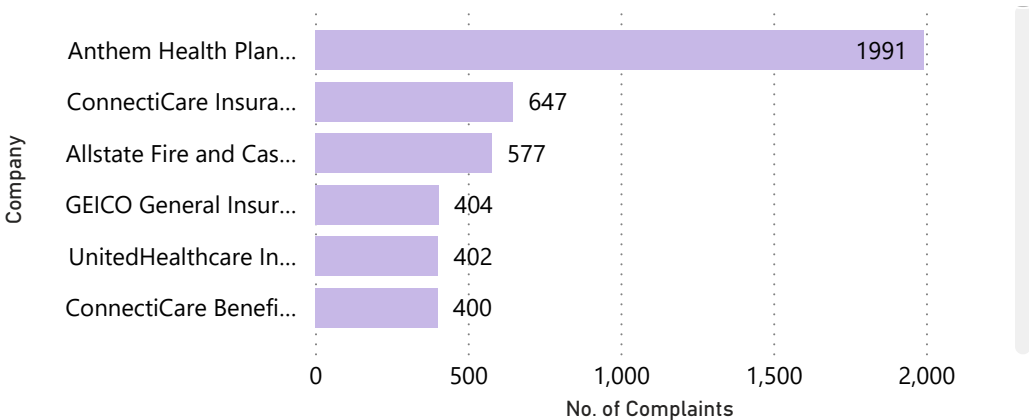
Type of Insurance

A & H

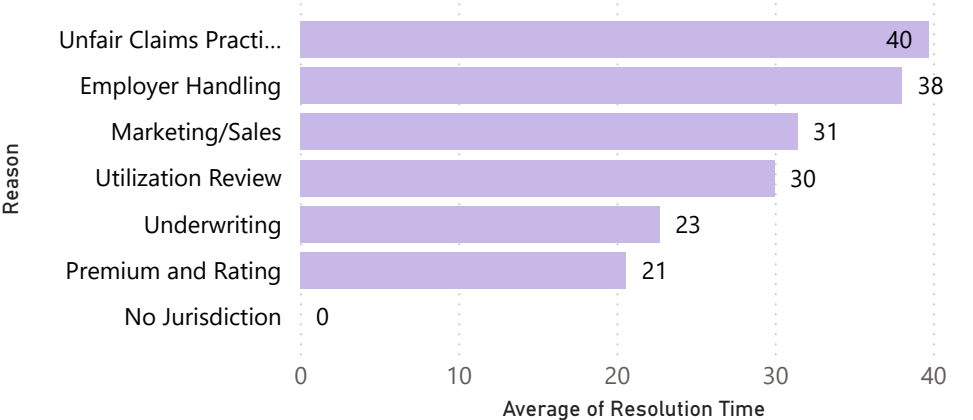
Auto

Auto Liability

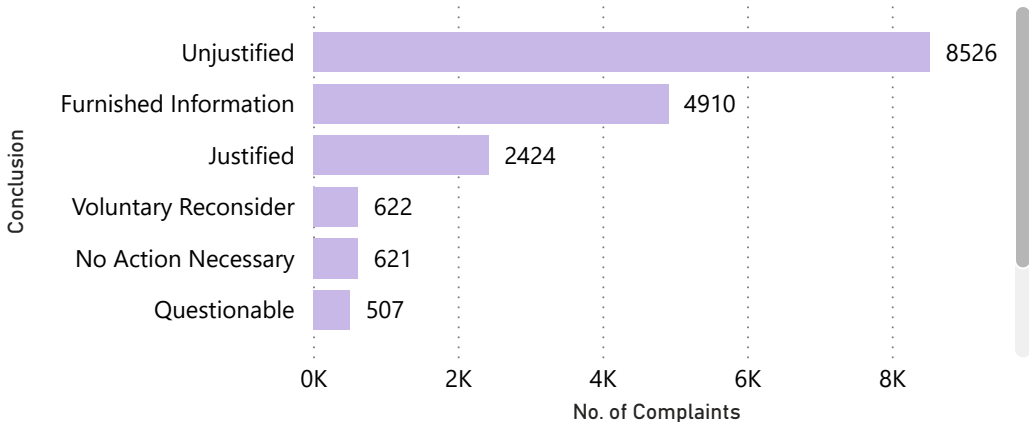
No. of Complaints by Company



Average of Resolution Time by Reason



No. of Complaints by Conclusion



Recovery by Reason

