

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: Date:

GRIEVANCE DISPOSAL FOR THE YEAR ENDING MARCH 2009 (FY 2008-2009)

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	6943	64232	69556			1619
	a) Sales Related	265	1226	1425			66
	b) New Busines Related	383	1042	1340			85
	c) Policy Servcing related	5363	49414	53509			1268
	d) Claim Servicing related	641	6121	6613			149
	e) Others	291	6429	6669			51
	Total Number	6943	64232	69556			1619

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	342	0	342
	b) Greater than 15 days	1277	0	1277
	Total Number	1619	0	1619

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

EXECUTIVE DIRECTOR (CRM)

