

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Co. Ltd. Date: 31-Dec-14

(Rs in Lakhs)

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved / settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	19	283	179	19	83	21
	a) Death Claims	3	10	3	2	8	0
	b) Policy Servicing	0	34	22	5	4	3
	c) Proposal Processing	0	12	9	1	2	0
	d) Survival Claims	2	26	10	1	12	5
	e) ULIP Related	0	2	2	0	0	0
	f) Unfair Business Practices	14	198	133	10	56	13
	g) Others	0	1	0	0	1	0
	Total Number	19	283	179	19	83	21

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	18	0	18
	b) 7 - 15 Days	3	0	3
	c) 15-30 Days			
	d) 30-90 Days			
	e) 90 Days & Beyond			
	Total Number	21	0	21

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