

## PERIODIC DISCLOSURES

### FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Co. Ltd.

Date: 30-Jun-10

(Rs in Lakhs)  
GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
	a) Sales Related		7	5			2
	b) New Busines Related	2	156	148			10
	c) Policy Servcing related	2	97	84			15
	d) Claim Servicing related						
	e) Others		168	141			27
	<b>Total Number</b>	<b>4</b>	<b>428</b>	<b>378</b>			<b>54</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	392		392
	b) Greater than 15 days	36		36
	<b>Total Number</b>	<b>428</b>	<b>0</b>	<b>428</b>

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