

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Company Limited Date: 31-Mar-10

(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	0	102	100			2
	a) Sales Related		0	0			0
	b) New Busines Related		102	100			2
	c) Policy Servcing related		27	25			
	d) Claim Servicing related		0	0			
	e) Others		0	0			
	Total Number	0	129	125			4

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	73	0	73
	b) Greater than 15 days	52	0	52
	Total Number	125	0	125

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