

## PERIODIC DISCLOSURES

### FORM L-41 GREIVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Co. Ltd. Date: 30-Sep-14

(Rs in Lakhs)

#### GRIEVANCE DISPOSAL

| Sl No.   | Particulars                         | Opening Balance * | Additions  | Complaints Resolved/ settled |                  |            | Complaints Pending |
|----------|-------------------------------------|-------------------|------------|------------------------------|------------------|------------|--------------------|
|          |                                     |                   |            | Fully Accepted               | Partial Accepted | Rejected   |                    |
| <b>1</b> | <b>Complaints made by customers</b> | <b>19</b>         | <b>293</b> | <b>162</b>                   | <b>14</b>        | <b>117</b> | <b>19</b>          |
|          | a) Death Claims                     | 0                 | 11         | 1                            | 0                | 7          | 3                  |
|          | b) Policy Servicing                 | 1                 | 26         | 21                           | 5                | 1          | 0                  |
|          | c) Proposal Processing              | 0                 | 9          | 5                            | 0                | 4          | 0                  |
|          | d) Survival Claims                  | 2                 | 27         | 9                            | 1                | 17         | 2                  |
|          | e) ULIP Related                     | 1                 | 0          | 1                            | 0                | 0          | 0                  |
|          | f) Unfair Business Practices        | 15                | 216        | 123                          | 7                | 87         | 14                 |
|          | g) Others                           | 0                 | 4          | 2                            | 1                | 1          | 0                  |
|          | <b>Total Number</b>                 | <b>19</b>         | <b>293</b> | <b>162</b>                   | <b>14</b>        | <b>117</b> | <b>19</b>          |

| 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               | 1                            | 0                                 | 1         |
|   | c) 15-30 Days                |                              |                                   |           |
|   | d) 30-90 Days                |                              |                                   |           |
|   | e) 90 Days & Beyond          |                              |                                   |           |
|   | <b>Total Number</b>          | <b>19</b>                    | <b>0</b>                          | <b>19</b> |

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