

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Co. Ltd. Date: 31-03-2015

(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	21	403	208	45	133	38
	a) Death Claims	0	4	0	0	4	0
	b) Policy Servicing	3	37	24	6	5	5
	c) Proposal Processing	0	12	9	2	1	0
	d) Survival Claims	5	58	46	4	10	3
	e) ULIP Related	0	4	2	1	0	1
	f) Unfair Business Practices	13	284	125	31	112	29
	g) Others	0	4	2	1	1	0
	Total Number	21	403	208	45	133	38

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	14	0	14
	b) 7 - 15 Days	24	0	24
	c) 15-30 Days			
	d) 30-90 Days			
	e) 90 Days & Beyond			
	Total Number	38	0	38

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

