

## PERIODIC DISCLOSURES

**FORM L-41 GREIVANCE DISPOSAL**

Insurer: IndiaFirst Life Date: 30/06/2015

(Rs in Lakhs)

### GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers	38	467	313	37	131	24	467
a)	Death Claims	0	7	4	0	3	0	7
b)	Policy Servicing	5	55	42	8	9	1	55
c)	Proposal Processing	0	13	8	1	2	2	13
d)	Survival Claims	3	69	47	8	16	1	69
e)	ULIP Related	1	5	0	1	5	0	5
f)	Unfair Business Practices	29	316	210	19	96	20	316
g)	Others	0	2	2	0	0	0	2
	<b>Total Number</b>	<b>38</b>	<b>467</b>	<b>313</b>	<b>37</b>	<b>131</b>	<b>24</b>	<b>467</b>

2	Total No. policies during previous year	15614
3	Total No. of claims during previous year	4957
4	Total No. of policies during current year	13497
5	Total No. of claims during current year	1656
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	346
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	91

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	22	0	22
b)	7 - 15 Days	2	0	2
c)	15-30 Days	-	-	-
d)	30-90 Days	-	-	-
e)	90 Days & Beyond	-	-	-
	<b>Total Number</b>	<b>24</b>	<b>0</b>	<b>24</b>

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