

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Co. Ltd. Date: 30th June 2014

GRIEVANCE DISPOSAL

| SI No. | Particulars | Opening Balance* | Additions | Complaints Resolved/ settled | | | Complaints Pending |
|----------|-------------------------------------|------------------|------------|------------------------------|------------------|-----------|--------------------|
| | | | | Fully Accepted | Partial Accepted | Rejected | |
| 1 | Complaints made by customers | 30 | 318 | 199 | 31 | 99 | 19 |
| a) | Death Claims | 0 | 4 | 0 | 0 | 4 | 0 |
| b) | Policy Servicing | 6 | 30 | 29 | 4 | 2 | 1 |
| c) | Proposal Processing | 1 | 21 | 15 | 3 | 4 | 0 |
| d) | Survival Claims | 2 | 9 | 6 | 0 | 3 | 2 |
| e) | ULIP Related | 1 | 11 | 9 | 1 | 1 | 1 |
| f) | Unfair Business Practices | 20 | 240 | 139 | 23 | 83 | 15 |
| g) | Others | 0 | 3 | 1 | 0 | 2 | 0 |
| | Total Number | 30 | 318 | 199 | 31 | 99 | 19 |

| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|----------|-------------------------------------|-------------------------------------|--|--------------|
| a) | Upto 7 Days | 16 | 0 | 16 |
| b) | 7 - 15 Days | 3 | 0 | 3 |
| c) | 15-30 Days | | | |
| d) | 30-90 Days | | | |
| e) | 90 Days & Beyond | | | |
| | Total Number | 19 | 0 | 19 |

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