

## PERIODIC DISCLOSURES

### FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Co. Ltd.

Date: 24-Apr-12

(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>14</b>	<b>307</b>	<b>215</b>	<b>14</b>	<b>43</b>	<b>49</b>
	a) Sales Related	9	174	103	10	41	29
	b) New Busines Related	3	83	74	2	1	9
	c) Policy Servcing related	0	42	31	1	0	10
	d) Claim Servicing related	1	1	2	0	0	0
	e) Others	1	7	5	1	1	1
	<b>Total Number</b>	<b>14</b>	<b>307</b>	<b>215</b>	<b>14</b>	<b>43</b>	<b>49</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
	a) Less than 15 days	49		49
	b) Greater than 15 days			0
	<b>Total Number</b>	<b>49</b>	<b>0</b>	<b>49</b>

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