

## PERIODIC DISCLOSURES

**FORM L-41 GRIEVANCE DISPOSAL**

Insurer: IndiaFirst Life Insurance Company Limited

Date: 31-Dec-12

(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		
<b>1</b>	<b>Complaints made by customers</b>	<b>17</b>	<b>274</b>	<b>185</b>	<b>11</b>	<b>78</b>	<b>17</b>	<b>793</b>
a)	Death Claims	1	9	0	0	9	1	13
b)	Policy Servicing	3	25	21	4	0	3	66
c)	Proposal Processing	1	64	61	0	4	0	180
d)	Survival Claims	1	7	4	1	3	0	12
e)	ULIP Related	0	11	2	1	6	2	29
f)	Unfair Business Practices	11	154	95	5	55	10	488
g)	Others	0	4	2	0	1	1	5
	<b>Total Number</b>	<b>17</b>	<b>274</b>	<b>185</b>	<b>11</b>	<b>78</b>	<b>17</b>	<b>793</b>

2	Total No of policies during previous year	52797
3	Total No of claims during previous year	3340
4	Total No of policies during current year	72179
5	Total No of claims during current year	2492
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	106
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	100

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	3	0	3
c)	15-30 Days			
d)	30-90 Days			
e)	90 Days & Beyond			
	<b>Total Number</b>	<b>17</b>	<b>0</b>	<b>17</b>

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