

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance company Ltd.Date: 31-Dec-17

(Rs in Lakhs)
GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance * As on beginning of the quarter	Additions during the quarter	Complaints Resolved / Settled during the quarter				Complaints Pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	Duplicate		
1	Complaints made by customers	61	784	458	0	312	25	50	2271
a)	Death Claims	2	27	15	0	13	1	0	100
b)	Policy Servicing	8	46	34	0	14	3	3	141
c)	Proposal Processing	4	17	13	0	7	1	0	57
d)	Survival Claims	1	14	6	0	7	0	2	69
e)	ULIP Related	0	11	6	0	1	1	3	33
f)	Unfair Business Practices	46	663	384	0	269	14	42	1851
g)	Others	0	6	0	0	1	5	0	20
	Total Number	61	784	458	0	312	25	50	2271

2	Total No of policies during previous year	73433
3	Total No of claims during previous year	9259
4	Total No of policies during current year	108975
5	Total No of claims during current year	8072
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	208.40
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	2,813.43

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	32		32
b)	7 - 15 Days	18		18
c)	15-30 Days			
d)	30-90 Days			
e)	90 Days & Beyond			
	Total Number	50		50

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