

## PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Company Limited

Date:31-Dec-13

(Rs in Lakhs)

### GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	<b>Complaints made by customers</b>	36	298	156	24	130	24
	a) Death Claims	3	7	2	1	6	1
	b) Policy Servicing	4	25	17	4	6	2
	c) Proposal Processing	6	26	20	5	6	1
	d) Survival Claims	3	22	15	4	3	3
	e) ULIP Related	2	10	6	0	6	0
	f) Unfair Business Practices	18	201	92	9	101	17
	g) Others	0	7	4	1	2	0
	<b>Total Number</b>	<b>36</b>	<b>298</b>	<b>156</b>	<b>24</b>	<b>130</b>	<b>24</b>

2	Total No of policies during previous year	72179
3	Total No of claims during previous year	2492
4	Total No of policies during current year	43851
5	Total No of claims during current year	2726
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	61
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	106

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	8	0	8
	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.