

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Company Limited

Date: 27-Jan-12

(Rs in Lakhs)
GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	0	207	161	6	26	14
	a) Sales Related	0	106	72	4	21	9
	b) New Busines Related	0	79	71	2	3	3
	c) Policy Servcing related	0	13	12	0	1	0
	d) Claim Servicing related	0	3	1	0	1	1
	e) Others	0	6	5	0	0	1
	Total Number	0	207	161	6	26	14

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	14		14
	b) Greater than 15 days	0		0
	Total Number	14	0	14

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



