

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: INDIAFIRST LIFE INSURANCE CO. LTD. Date: 30th June 2011

(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	53	647	651			49
	a) Sales Related	1	47	46			2
	b) New Busines Related	7	266	272			1
	c) Policy Servcing related	40	287	286			41
	d) Claim Servicing related	0	0	0			0
	e) Others	5	47	47			5
	Total Number	53	647	651			49

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

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

