

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

 Insurer: IndiaFirst Life Insurance company Ltd.

 Date: 31-Dec-16
(Rs in Lakhs)

GRIEVANCE DISPOSAL

SI 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	37	397	209	6	150	7	62	1347
a)	Death Claims	1	28	11	0	17	0	1	89
b)	Policy Servicing	4	28	23	2	6	0	1	110
c)	Proposal Processing	2	11	7	1	2	0	3	32
d)	Survival Claims	3	25	7	0	15	0	6	100
e)	ULIP Related	0	7	5	0	0	0	2	33
f)	Unfair Business Practices	27	296	155	3	110	7	48	966
g)	Others	0	2	1	0	0	0	1	17
	Total Number	37	397	209	6	150	7	62	1347

2	Total No of policies during previous year	54124
3	Total No of claims during previous year	8295
4	Total No of policies during current year	73433
5	Total No of claims during current year	6896
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	183.43
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	1,953.31

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	44		44
b)	7 - 15 Days	18		18
c)	15-30 Days			
d)	30-90 Days			
e)	90 Days & Beyond			
	Total Number			62

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