

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Co. Ltd.

Date: 30-Jun-16

(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	36	486	354	29	92	10	37	486
a)	Death Claims	3	34	10	2	20	1	4	34
b)	Policy Servicing	4	41	33	6	3	0	3	41
c)	Proposal Processing	0	12	11	0	0	1	0	12
d)	Survival Claims	5	35	22	3	11	0	4	35
e)	ULIP Related	0	16	7	3	4	1	1	16
f)	Unfair Business Practices	24	339	268	14	51	6	24	339
g)	Others	0	9	3	0	3	2	1	9
	Total Number	36	486	354	28	92	11	37	486

2	Total No of policies during previous year	13497
3	Total No of claims during previous year	8295
4	Total No of policies during current year	18704
5	Total No of claims during current year	2397
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	260
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	142

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	33		33
b)	7 - 15 Days	4		4
c)	15-30 Days	-	-	-
d)	30-90 Days	-	-	-
e)	90 Days & Beyond	-	-	-
	Total Number	37		37

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