

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance company Ltd.

Date: 31-Dec-19

(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	43	571	119	0	433	9	53	1857
a)	Death Claims	0	10	1	0	7	1	1	22
b)	Policy Servicing	1	8	2	0	3	0	4	43
c)	Proposal Processing	3	9	6	0	6	0	0	27
d)	Survival Claims	4	15	6	0	12	0	1	47
e)	ULIP Related	1	7	2	0	4	2	0	13
f)	Unfair Business Practices	34	500	97	0	390	5	42	1662
g)	Others	0	22	5	0	11	1	5	43
	Total Number	43	571	119	0	433	9	53	1857

2	Total No of policies during previous year	118947
3	Total No of claims during previous year	11447
4	Total No of policies during current year	139761
5	Total No of claims during current year	10183
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	127.72
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	21.60

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	52		52
b)	7 - 15 Days	1		1
c)	15-30 Days			
d)	30-90 Days			
e)	90 Days & Beyond			
	Total Number	53		53

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