

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

 Insurer: IndiaFirst Life Insurance company ltd.

 Date: 31-Mar-18

(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	50	1046	515	0	450	22	109	3317
	a) Death Claims	0	42	17	0	22	1	2	142
	b) Policy Servicing	3	82	49	0	27	2	7	223
	c) Proposal Processing	0	14	6	0	5	1	2	71
	d) Survival Claims	2	34	15	0	16	0	5	103
	e) ULIP Related	3	5	2	0	6	0	0	38
	f) Unfair Business Practices	42	858	420	0	369	18	93	2709
	g) Others	0	11	6	0	5	0	0	31
	Total Number	50	1046	515	0	450	22	109	3317

2	Total No of policies during previous year	1,25,887
3	Total No of claims during previous year	9259**
4	Total No of policies during current year	1,82,869
5	Total No of claims during current year	11,068
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	181
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	2,997

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	76		76
	b) 7 - 15 Days	33		33
	c) 15-30 Days	-	-	-
	d) 30-90 Days	-	-	-
	e) 90 Days & Beyond	-	-	-
	Total Number	109		109

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

** Does not include outstanding of last FY