

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: INDIAFIRST LIFE INSURANCE Date: 31st Dec 2010

(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	10	438	434			14
	a) Sales Related	4	12	15			1
	b) New Busines Related	0	155	149			6
	c) Policy Servcing related	3	266	263			6
	d) Claim Servicing related	0	1	1			0
	e) Others	3	4	6			1
	Total Number	10	438	434			14

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	13	0	13
	b) Greater than 15 days	1	0	1
	Total Number	14	0	14

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