

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance company Ltd.

Date: 30-Sep-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	37	464	279	10	171	4	37	950
a)	Death Claims	4	27	5	3	22	0	1	61
b)	Policy Servicing	2	41	34	2	3	0	4	82
c)	Proposal Processing	1	9	6	0	2	0	2	21
d)	Survival Claims	4	40	24	2	17	0	1	75
e)	ULIP Related	2	10	5	0	6	0	1	26
f)	Unfair Business Practices	23	331	200	3	121	2	28	670
g)	Others	1	6	5	0	0	2	0	15
	Total Number	37	464	279	10	171	4	37	950

2	Total No of policies during previous year	32264
3	Total No of claims during previous year	8295
4	Total No of policies during current year	45825
5	Total No of claims during current year	4926
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	207.31
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	1,928.54

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	20	-	20
b)	7 - 15 Days	17	-	17
c)	15-30 Days	-	-	-
d)	30-90 Days	-	-	-
e)	90 Days & Beyond	-	-	-
	Total Number	-	-	37

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