

## PERIODIC DISCLOSURES

### FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Company Limited

Date: 30-Sep-11

(Rs in Lakhs)  
GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>	<b>49</b>	<b>134</b>	<b>156</b>	<b>8</b>	<b>19</b>	<b>0</b>
	a) Sales Related	2	70	51	2	19	0
	b) New Busines Related	1	45	42	4	0	0
	c) Policy Servcing related	<b>41</b>	<b>12</b>	<b>52</b>	<b>1</b>	<b>0</b>	<b>0</b>
	d) Claim Servicing related	0	0	0	0	0	0
	e) Others	5	7	11	1	0	0
	<b>Total Number</b>	<b>49</b>	<b>134</b>	<b>156</b>	<b>8</b>	<b>19</b>	<b>0</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days			0
	b) Greater than 15 days			0
	<b>Total Number</b>	<b>0</b>	<b>0</b>	<b>0</b>

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



