

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Co. Ltd.

Date: 31-Dec-15

(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		
1	Complaints made by customers	45	457	352	35	73	42	1404
	a) Death Claims	3	21	6	2	13	3	40
	b) Policy Servicing	6	30	30	2	1	3	125
	c) Proposal Processing	1	12	10	2	0	1	42
	d) Survival Claims	3	29	19	2	7	4	153
	e) ULIP Related	2	18	10	4	5	1	28
	f) Unfair Business Practices	29	343	271	25	46	30	1007
	g) Others	1	4	4	0	1	0	9
	Total Number	45	457	350	37	73	42	1404

2	Total No of policies during previous year	54916
3	Total No of claims during previous year	4736
4	Total No of policies during current year	54124
5	Total No of claims during current year	5388
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	252
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	74

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	15	-	15
	b) 7 - 15 Days	27	-	27
	c) 15-30 Days	-	-	-
	d) 30-90 Days	-	-	-
	e) 90 Days & Beyond	-	-	-
	Total Number	42	-	42

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