

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance company ltd.

Date: 31-Mar-20

(Rs in Lakhs)

GRIEVANCE DISPOSAL

| SI 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 | 53 | 655 | 141 | 0 | 525 | 9 | 33 | 2512 |
| | a) Death Claims | 1 | 6 | 1 | 0 | 6 | 0 | 0 | 28 |
| | b) Policy Servicing | 4 | 4 | 6 | 0 | 2 | 0 | 0 | 47 |
| | c) Proposal Processing | 0 | 9 | 6 | 0 | 2 | 0 | 1 | 36 |
| | d) Survival Claims | 1 | 7 | 2 | 0 | 6 | 0 | 0 | 54 |
| | e) ULIP Related | 0 | 3 | 1 | 0 | 2 | 0 | 0 | 16 |
| | f) Unfair Business Practices | 42 | 611 | 116 | 0 | 497 | 8 | 32 | 2273 |
| | g) Others | 5 | 15 | 9 | 0 | 10 | 1 | 0 | 58 |
| | Total Number | 53 | 655 | 141 | 0 | 525 | 9 | 33 | 2512 |

| | | |
|---|---|--------|
| 2 | Total No of policies during previous year | 181519 |
| 3 | Total No of claims during previous year | 11447 |
| 4 | Total No of policies during current year | 193887 |
| 5 | Total No of claims during current year | 14066 |
| 6 | Total No. of Policy Complaints (current year) per 10,000 policies (current year) | 124.66 |
| 7 | Total No. of Claim Complaints (current year) per 10,000 claims registered (current year) | 19.91 |

| 8 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|---|------------------------------|---------------------------------|--------------------------------------|-----------|
| | a) Upto 7 Days | 33 | | 33 |
| | b) 7 - 15 Days | 0 | | 0 |
| | c) 15-30 Days | | | |
| | d) 30-90 Days | | | |
| | e) 90 Days & Beyond | | | |
| | Total Number | 33 | | 33 |

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