

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Company Limited

Date: 31-Mar-13

(Rs in Lakhs)
GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	17	407	260	11	108	45
	a) Death Claims	1	14	1	2	9	3
	b) Policy Servicing	3	33	27	1	3	5
	c) Proposal Processing	0	53	43	4	1	5
	d) Survival Claims	0	19	6	0	11	2
	e) ULIP Related	2	12	3	0	8	3
	f) Unfair Business Practices	10	274	179	4	74	27
	g) Others	1	2	1	0	2	0
	Total Number	17	407	260	11	108	45

2	Total No of policies during previous year	114957
3	Total No of claims during previous year	4566
4	Total No of policies during current year	124051
5	Total No of claims during current year	3516
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	92
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	165

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	36	0	36
b)	7 - 15 Days	9	0	9
c)	15-30 Days			
d)	30-90 Days			
e)	90 Days & Beyond			
	Total Number	45	0	45

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