

## PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance company ltd.

Date: 30-Jun-19

(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	72	711	259	0	429	9	86	711
a)	Death Claims	0	4	1	0	2	0	1	4
b)	Policy Servicing	3	21	12	0	8	0	4	21
c)	Proposal Processing	0	10	4	0	3	0	3	10
d)	Survival Claims	1	18	5	0	12	2	0	18
e)	ULIP Related	0	3	1	0	2	0	0	3
f)	Unfair Business Practices	67	644	235	0	391	7	78	644
g)	Others	1	11	1	0	11	0	0	11
	<b>Total Number</b>	<b>72</b>	<b>711</b>	<b>259</b>	<b>0</b>	<b>429</b>	<b>9</b>	<b>86</b>	<b>711</b>

2	Total No of policies during previous year	30136
3	Total No of claims during previous year	11447
4	Total No of policies during current year	35001
5	Total No of claims during current year	3112
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	869.40
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	12.85

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	70		70
b)	7 - 15 Days	16		16
c)	15-30 Days			
d)	30-90 Days			
e)	90 Days & Beyond			
	<b>Total Number</b>	<b>86</b>		<b>86</b>

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