

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: INDIAFIRST LIFE INSURANCE Date: 30th Sep 2010

(Rs in Lakhs)
GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	4	837	831			10
	a) Sales Related		19	15			4
	b) New Busines Related	2	277	279			0
	c) Policy Servcing related	2	254	253			3
	d) Claim Servicing related						0
	e) Others		287	284			3
	Total Number	4	837	831			10

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	10	0	10
	b) Greater than 15 days	0	0	0
	Total Number	10	0	10

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

