

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

 Insurer: IndiaFirst Life Insurance company ltd.

 Date: 31-Mar-19
(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	87	762	325	1	437	14	72	3168
	a) Death Claims	0	10	2	0	7	1	0	55
	b) Policy Servicing	1	40	24	0	13	1	3	144
	c) Proposal Processing	3	15	13	0	5	0	0	50
	d) Survival Claims	4	14	5	0	12	0	1	82
	e) ULIP Related	0	0	0	0	0	0	0	9
	f) Unfair Business Practices	79	674	278	1	396	11	67	2787
	g) Others	0	9	3	0	4	1	1	41
	Total Number	87	762	325	1	437	14	72	3168

2	Total No of policies during previous year	182869
3	Total No of claims during previous year	11068
4	Total No of policies during current year	177792
5	Total No of claims during current year	11447
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	171.16
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	48.05

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	64		64
	b) 7 - 15 Days	8		8
	c) 15-30 Days			
	d) 30-90 Days			
	e) 90 Days & Beyond			
	Total Number	72		72

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