

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Company Limited

Date: 30-Sep-13

(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	46	419	232	18	179	36
a)	Death Claims	1	13	1	1	9	3
b)	Policy Servicing	4	38	28	3	8	3
c)	Proposal Processing	3	39	28	5	2	7
d)	Survival Claims	3	48	21	3	24	3
e)	ULIP Related	3	22	9	1	13	2
f)	Unfair Business Practices	32	254	142	5	121	18
g)	Others	0	5	3		2	0
	Total Number	46	419	232	18	179	36

2	Total No of policies during previous year	44264
3	Total No of claims during previous year	1652
4	Total No of policies during current year	26663
5	Total No of claims during current year	1799
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	134
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	339

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	1	0	1
b)	7 - 15 Days	35	0	35
c)	15-30 Days			
d)	30-90 Days			
e)	90 Days & Beyond			
	Total Number	36	0	36

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