

## PERIODIC DISCLOSURES

### FORM | GREIVANCE DISPOSAL

Insurer: **IndiaFirst Life Insurance Co. Ltd.**

Date: **31-Mar-16**

(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		
<b>1</b>	<b>Complaints made by customers</b>	<b>42</b>	<b>504</b>	<b>383</b>	<b>24</b>	<b>103</b>	<b>36</b>	<b>1908</b>
a)	Death Claims	3	22	10	0	12	3	62
b)	Policy Servicing	3	34	26	6	1	4	159
c)	Proposal Processing	1	18	17	1	1	0	60
d)	Survival Claims	4	42	17	7	17	5	195
e)	ULIP Related	1	11	10	1	1	0	39
f)	Unfair Business Practices	30	372	299	9	70	24	1379
g)	Others	0	5	3	0	2	0	14
	<b>Total Number</b>	<b>42</b>	<b>504</b>	<b>382</b>	<b>24</b>	<b>104</b>	<b>36</b>	<b>1908</b>

2	Total No of policies during previous year	92802
3	Total No of claims during previous year	4736
4	Total No of policies during current year	95002
5	Total No of claims during current year	8295
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	194
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	75

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	33	-	33
b)	7 - 15 Days	3	-	3
c)	15-30 Days	-	-	-
d)	30-90 Days	-	-	-
e)	90 Days & Beyond	-	-	-
	<b>Total Number</b>	<b>36</b>	<b>-</b>	<b>36</b>

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