

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: INDIAFIRST LIFE INSURANCE Date: 31st March 2011

(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	14	611	150			475
	a) Sales Related	1	6	6	0	0	1
	b) New Busines Related	6	145	144			7
	c) Policy Servcing related	6	432	398			40
	d) Claim Servicing related	0	0	0			0
	e) Others	1	28	24			5
	Total Number	14	611	572			53

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	44	0	44
	b) Greater than 15 days	9	0	9
	Total Number	53	0	53

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