

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Company Limited

Date: 30-09-2012

(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	7	229	146	4	69	17
	a) Sales Related	6	143	79	1	59	10
	b) New Busines Related	1	42	35	2	4	2
	c) Policy Servcing related	0	23	17	0	2	4
	d) Claim Servicing related	0	6	2	0	3	1
	e) Others	0	15	13	1	1	0
	Total Number	7	229	146	4	69	17

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	17		17
	b) Greater than 15 days			0
	Total Number	17	0	17

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