

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: Date:

(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	Duplicate		
1	Complaints made by customers	109	785	437	0	352	30	75	1753
	a) Death Claims	1	16	2	0	13	2	0	38
	b) Policy Servicing	8	37	27	0	13	0	5	85
	c) Proposal Processing	2	9	6	0	1	1	3	24
	d) Survival Claims	5	18	8	0	11	0	4	53
	e) ULIP Related	0	4	1	0	2	0	1	7
	f) Unfair Business Practices	93	690	387	0	310	25	61	1524
	g) Others	0	11	6	0	2	2	1	22
	Total Number	109	785	437	0	352	30	75	1753

2	Total No of policies during previous year	64920
3	Total No of claims during previous year	11068
4	Total No of policies during current year	77570
5	Total No of claims during current year	5210
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	216.06
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	72.94

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	35		35
	b) 7 - 15 Days	40		40
	c) 15-30 Days			
	d) 30-90 Days			
	e) 90 Days & Beyond			
	Total Number	75		75

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