

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

 Insurer: IndiaFirst Life Insurance company ltd.

 Date: 30-Jun-18
(Rs in Lakhs)

GRIEVANCE DISPOSAL

SI 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	968	476	0	456	36	109	968
a)	Death Claims	2	22	5	0	15	3	1	22
b)	Policy Servicing	7	48	32	0	14	1	8	48
c)	Proposal Processing	2	15	5	0	8	2	2	15
d)	Survival Claims	5	35	17	0	18	0	5	35
e)	ULIP Related	0	3	0	0	3	0	0	3
f)	Unfair Business Practices	93	834	411	0	393	30	93	834
g)	Others	0	11	6	0	5	0	0	11
	Total Number	109	968	476	0	456	36	109	968

2	Total No of policies during previous year	27648
3	Total No of claims during previous year	11068
4	Total No of policies during current year	30136
5	Total No of claims during current year	2501
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	304.29
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	87.96

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	94	0	94
b)	7 - 15 Days	15	0	15
c)	15-30 Days	0	0	0
d)	30-90 Days	0	0	0
e)	90 Days & Beyond	0	0	0
	Total Number	109	0	109

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