

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

 Insurer: IndiaFirst Life Insurance company Ltd.

 Date: 31-Mar-17

(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	62	698	412	6	265	11	66	2045
	a) Death Claims	1	34	5	0	21	2	7	123
	b) Policy Servicing	1	85	62	1	11	1	11	195
	c) Proposal Processing	3	10	9	0	4	0	0	42
	d) Survival Claims	6	34	20	0	17	1	2	134
	e) ULIP Related	2	6	3	0	5	0	0	39
	f) Unfair Business Practices	48	520	304	5	207	6	46	1486
	g) Others	1	9	9	0	0	1	0	26
	Total Number	62	698	412	6	265	11	66	2045

2	Total No of policies during previous year	95002
3	Total No of claims during previous year	8295
4	Total No of policies during current year	125887
5	Total No of claims during current year	9259
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	162.45
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	2,208.66

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	21		21
	b) 7 - 15 Days	45		45
	c) 15-30 Days			
	d) 30-90 Days			
	e) 90 Days & Beyond			
	Total Number	66		66

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