

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

 Insurer: IndiaFirst Life Insurance company Ltd.

 Date: 31-Dec-18
(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	75	653	339	0	290	12	87	2406
	a) Death Claims	0	7	1	0	6	0	0	45
	b) Policy Servicing	5	19	15	0	8	0	1	104
	c) Proposal Processing	3	11	8	0	3	0	3	35
	d) Survival Claims	4	15	6	0	9	0	4	68
	e) ULIP Related	1	2	0	0	3	0	0	9
	f) Unfair Business Practices	61	589	305	0	255	11	79	2113
	g) Others	1	10	4	0	6	1	0	32
	Total Number	75	653	339	0	290	12	87	2406

2	Total No of policies during previous year	108971
3	Total No of claims during previous year	11068
4	Total No of policies during current year	118947
5	Total No of claims during current year	8116
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	193.95
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	55.45

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	57		57
	b) 7 - 15 Days	30		30
	c) 15-30 Days			
	d) 30-90 Days			
	e) 90 Days & Beyond			
	Total Number	87		87

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