

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

 Insurer: IndiaFirst Life Insurance company Ltd.

 Date: 30-Jun-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	66	643	368	6	246	22	67	643
a)	Death Claims	7	45	16	0	30	1	5	45
b)	Policy Servicing	11	42	40	0	6	2	5	42
c)	Proposal Processing	0	14	6	0	6	2	0	14
d)	Survival Claims	2	29	17	0	10	1	3	29
e)	ULIP Related	0	9	5	0	3	0	1	9
f)	Unfair Business Practices	46	498	281	6	189	16	52	498
g)	Others	0	6	3	0	2	0	1	6
	Total Number	66	643	368	6	246	22	67	643

2	Total No of policies during previous year	18704
3	Total No of claims during previous year	9259
4	Total No of policies during current year	27648
5	Total No of claims during current year	2702
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	232.57
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	2,379.72

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	6	-	6
b)	7 - 15 Days	61	-	61
c)	15-30 Days	-	-	-
d)	30-90 Days	-	-	-
e)	90 Days & Beyond	-	-	-
	Total Number	67	-	67

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