

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

 Insurer: IndiaFirst Life Insurance company Ltd.

 Date: 30-Sep-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	67	844	427	0	387	36	61	1487
	a) Death Claims	5	28	5	0	25	1	2	73
	b) Policy Servicing	5	53	32	0	17	1	8	95
	c) Proposal Processing	0	26	13	0	8	1	4	40
	d) Survival Claims	3	26	6	0	22	0	1	55
	e) ULIP Related	1	13	8	0	6	0	0	22
	f) Unfair Business Practices	52	690	361	0	304	31	46	1188
	g) Others	1	8	2	0	5	2	0	14
	Total Number	67	844	427	0	387	36	61	1487

2	Total No of policies during previous year	125887
3	Total No of claims during previous year	9259
4	Total No of policies during current year	64924
5	Total No of claims during current year	5375
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	229.04
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	2,766.51

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	56		56
	b) 7 - 15 Days	4		4
	c) 15-30 Days	1		1
	d) 30-90 Days			
	e) 90 Days & Beyond			
	Total Number	61		61

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