

## PERIODIC DISCLOSURES

### FORM L-41 GREIVANCE DISPOSAL

Insurer: **IndiaFirst Life Insurance Company Limited**

Date: **31-Mar-14**

(Rs in Lakhs)

#### GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>	<b>24</b>	<b>335</b>	<b>194</b>	<b>22</b>	<b>113</b>	<b>30</b>
	a) Death Claims	1	13	2	3	9	0
	b) Policy Servicing	2	46	36	4	2	6
	c) Proposal Processing	1	22	18	3	1	1
	d) Survival Claims	3	19	7	5	8	2
	e) ULIP Related	0	6	5	0	0	1
	f) Unfair Business Practices	17	226	126	7	90	20
	g) Others	0	3	0	0	3	0
	<b>Total Number</b>	<b>24</b>	<b>335</b>	<b>194</b>	<b>22</b>	<b>113</b>	<b>30</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	21	0	21
	b) 7 - 15 Days	9	0	9
	c) 15-30 Days			
	d) 30-90 Days			
	e) 90 Days & Beyond			
	<b>Total Number</b>	<b>30</b>	<b>0</b>	<b>30</b>

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