

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Company Limited

Date: 30-Jun-13

(Rs in Lakhs)

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	45	437	254	14	168	46
	a) Death Claims	3	17	0	0	19	1
	b) Policy Servicing	5	42	32	4	7	4
	c) Proposal Processing	5	55	54	2	1	3
	d) Survival Claims	2	51	32	2	16	3
	e) ULIP Related	3	20	8	2	10	3
	f) Unfair Business Practices	27	251	128	3	115	32
	g) Others	0	1	0	1	0	0
	Total Number	45	437	254	14	168	46

2	Total No of policies during previous year	22882
3	Total No of claims during previous year	849
4	Total No of policies during current year	12200
5	Total No of claims during current year	1001
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	302
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	679

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	7	0	7
	b) 7 - 15 Days	39	0	39
	c) 15-30 Days			
	d) 30-90 Days			
	e) 90 Days & Beyond			
	Total Number	46	0	46

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