

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL
Insurer: IndiaFirst Life Insurance company Ltd.Date: 30-Jun-20

(Rs in Lakhs)

GRIEVANCE DISPOSAL

SI 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	33	399	66	0	303	22	41	399
	a) Death Claims	0	2	0	0	2	0	0	2
	b) Policy Servicing	0	16	5	0	9	1	1	16
	c) Proposal Processing	1	8	6	0	3	0	0	8
	d) Survival Claims	0	10	4	0	5	0	1	10
	e) ULIP Related	0	2	1	0	1	0	0	2
	f) Unfair Business Practices	32	343	46	0	274	18	37	343
	g) Others	0	18	4	0	9	3	2	18
	Total Number	33	399	66	0	303	22	41	399

2	Total No of policies during previous year	36090
3	Total No of claims during previous year	10183
4	Total No of policies during current year	25370
5	Total No of claims during current year	1746
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	155.30
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	11.45

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 Days	40		40
	b) 7 - 15 Days	1		1
	c) 15-30 Days			
	d) 30-90 Days			
	e) 90 Days & Beyond			
	Total Number	41		41

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