

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: IndiaFirst Life Insurance Company Limited

Date: 25-Jul-12

(Rs in Lakhs)
GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	49	290	272	3	57	7
	a) Sales Related	29	187	155	1	54	6
	b) New Busines Related	9	72	80	0	0	1
	c) Policy Servcing related	10	24	32	2	0	0
	d) Claim Servicing related	0	4	1	0	3	0
	e) Others	1	3	4	0	0	0
	Total Number	49	290	272	3	57	7

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	7		7
	b) Greater than 15 days			0
	Total Number	7	0	7

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



