

FORM L-41

GREIVANCE DISPOSAL

Insurer: Bharti AXA Life Insurance Company Limited

Date: Apr 10 to Dec 10

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	202	5101	1951	296	2799	257
b)	New Busines Related	16	637	125	200	300	28
c)	Policy Servcing related	7	216	82	78	46	17
d)	Claim Servicing related	11	28	4	0	18	17
e)	Others	4	151	54	51	44	6
	Total Number	240	6133	2216	625	3207	325

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	211		211
b)	Greater than 15 days	102	12	114
	Total Number	313	12	325

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

* Legal Notice / Ombudsman / Consumer cases also included.

* Ombudsman / Consumer Forum cases are consider and included in Intermediaties.

Above nos includes repeat customers