

FORM L-41

GREIVANCE DISPOSAL

Insurer: Bharti-AXA Life Insurance

Date:

April 10 to Mar 11

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	7430	2864	296	4088	384
	b) New Busines Related	16	844	245	201	383	31
	c) Policy Servcing related	7	358	170	87	88	20
	d) Claim Servicing related	11	43	5	0	23	26
	e) Others	4	219	101	57	55	10
	Total Number	240	8894	3385	641	4637	471

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	302	1	303
	b) Greater than 15 days	151	17	168
	Total Number	453	18	471

* 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.