

FORM L-41 GREIVANCE DISPOSAL

Insurer: Bharti-Axa Life Insurance

Date: Apr11 to Jun 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	384	1301	491	0	1034	160
	b) New Busines Related	31	300	124	0	165	42
	c) Policy Servcing related	20	159	96	0	62	21
	d) Claim Servicing related	26	14	0	0	17	23
	e) Others	10	10	9	0	5	6
	Total Number	471	1784	720	0	1283	252

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	210	1	211
	b) Greater than 15 days	26	15	41
	Total Number	236	16	252

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

* **Legal Notice / Ombudsman / Consumer cases also included.**

Data published for quarter ending June'11 is for new customer complaints i.e. does not include repeat customer complaints

Data published during previous Qtrs included repeat complaints also.