

FORM L-41

GREIVANCE DISPOSAL

Insurer: Bharti-Axa Life Insurance

Date: April 2011 to September 2011

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	2408	799	0	1857	136
b)	New Busines Related	31	558	248	0	318	23
c)	Policy Servcing related	20	302	171	0	119	32
d)	Claim Servicing related	26	26	4	0	30	18
e)	Others	10	32	22	0	19	1
	Total Number	471	3326	1244	0	2343	210

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	159		159
b)	Greater than 15 days	37	14	51
	Total Number	196	14	210

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

* Legal Notice/ Ombudsman/ Consumer cases also included.