

FORM L-41 GRIEVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 2015

| Sl No. | Particulars | Opening Balance * As on beginning of the quarter | Additions during the quarter | Complaints Resolved/ Settled during the quarter | | | Complaints Pending at the end of the quarter | Total Complaints registered upto the quarter during the financial year |
|--------|---|--|---------------------------------|---|---------------------|------------|--|---|
| | | | | Fully Accepted | Partial Accepted | Rejected | | |
| 1 | Complaints made by the customers | | | | | | | |
| a) | Death Claims | 2 | 4 | 1 | | 3 | 2 | 18 |
| b) | Policy Servicing | 2 | 23 | 10 | | 15 | - | 114 |
| c) | Proposal Processing | 2 | 53 | 26 | | 29 | - | 197 |
| d) | Survival Claims | 2 | 19 | 10 | | 11 | - | 86 |
| e) | ULIP Related | 0 | 6 | 2 | | 4 | - | 44 |
| f) | Unfair Business Practices | 33 | 867 | 313 | | 580 | 7 | 3012 |
| g) | Others | 0 | | | | | - | - |
| | Total Number of complaints: | 41 | 972 | 362 | 0 | 642 | 9 | 3,471 |

| | | |
|---|---|--------|
| 2 | Total No. of policies during the previous year: | 58,783 |
| 3 | Total No. of claims during the previous year: | 307 |
| 4 | Total No. of policies during the current year: | 58467 |
| 5 | Total No. of claims during the current year: | 415 |
| 6 | Total No. of Policy complaints (current year) per 10,000 policies (current year) | 591 |
| 7 | Total No. of Claim complaints (current year) per 10,000 claims registered (current year) | 434 |

| 8 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|----|------------------------------------|---------------------------------|--------------------------------------|----------|
| a) | Upto 7 days | 9 | - | 9 |
| b) | 7 - 15 days | | - | 15 |
| c) | 15- 30 days | | - | - |
| d) | 30 - 90 days | | - | - |
| e) | 90 days & beyond | | - | - |
| | Total Number of complaints: | 9 | - | 9 |

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

*Only IRDA token numbers are reported in Additions

*Additions exclude the complaints that were identified as 'Incorrect Tagging' at the end of respective months

*Total No. of policies during the previous year : Individual policies

*Total No. of policies during the current year : Individual policies

