

## PERIODIC DISCLOSURES

### FORM L-41 GRIEVANCE DISPOSAL

Insurer:

Tata AIG Life Insurance Company Limited

31.03.2006

#### GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales Related	34	585	596	0	0	23
	b) New Busines Related	14	198	207	0	0	5
	c) Policy Servcing related	54	1896	1924	0	0	26
	d) Claim Servicing related	49	349	368	0	0	30
	e) Others	12	17	25	0	0	4
	<b>Total Number</b>	<b>163</b>	<b>3045</b>	<b>3120</b>	<b>0</b>	<b>0</b>	<b>88</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	88	0	88
	b) Greater than 15 days	0	0	0
	<b>Total Number</b>	<b>88</b>	<b>0</b>	<b>88</b>