

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer:

Tata AIG Life Insurance Company Limited		31.03.2007
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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	23	716	722	0	0	17
	b) New Busines Related	5	147	145	0	0	7
	c) Policy Servcing related	26	1538	1539	0	0	25
	d) Claim Servicing related	30	374	350	0	0	54
	e) Others	4	26	27	0	0	3
	Total Number	88	2801	2783	0	0	106
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
	a) Less than 15 days	54	1	55			
	b) Greater than 15 days	52	6	58			
	Total Number	106	7	113			