

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: Tata AIG Life Insurance Company Limited 31.03.2008

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	17	919	884	0	0	52
	b) New Business Related	7	192	189	0	0	10
	c) Policy Servicing related	25	2502	2386	0	0	141
	d) Claim Servicing related	54	298	268	0	0	84
	e) Others	3	58	56	0	0	5
	Total Number	106	3969	3783	0	0	292

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	168	2	170
	b) Greater than 15 days	124	2	126
	Total Number	292	4	296