

# PERIODIC DISCLOSURES

## FORM L-41 GREIVANCE DISPOSAL

Insurer: 

Tata AIG Life Insurance Company Limited	31.03.2009
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### GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	52	1877	1852	0	0	77
b)	New Busines Related	10	209	212	0	0	7
c)	Policy Servcing related	141	3970	4043	0	0	68
d)	Claim Servicing related	84	371	343	0	0	112
e)	Others	5	317	319	0	0	3
	<b>Total Number</b>	<b>292</b>	<b>6744</b>	<b>6769</b>	<b>0</b>	<b>0</b>	<b>267</b>
<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>			
a)	Less than 15 days	111	4	115			
b)	Greater than 15 days	156	0	156			
	<b>Total Number</b>	<b>267</b>	<b>4</b>	<b>271</b>			