

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer: TATA AIG Life Insurance Co.Ltd

Date: 31/03/2010

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	77	3418	3493	0	0	2
b)	New Busines Related	7	239	245	0	0	1
c)	Policy Servcing related	68	4714	4767	0	0	15
d)	Claim Servicing related	112	388	470	0	0	30
e)	Others	3	33	36	0	0	0
	Total Number	267	8792	9011	0	0	48

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	27	1	28
b)	Greater than 15 days	21	0	21
	Total Number	48	1	49