

# FORM L-41 GREIVANCE DISPOSAL PERIODIC DISCLOSURES

Insurer: TATA AIG Life Insurance Co.Ltd

Date: 31/03/2011

## GRIEVANCE DISPOSAL

SI 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	2	6380	5491	63	820	8
	b) New Busines Related	1	421	330	9	82	1
	c) Policy Servcing related	15	7692	6999	83	594	31
	d) Claim Servicing related	30	661	519	8	160	4
	e) Others	0	87	87	0	0	0
	<b>Total Number</b>	<b>48</b>	<b>15241</b>	<b>13426</b>	<b>163</b>	<b>1656</b>	<b>44</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	37		37
	b) Greater than 15 days	7		7
	<b>Total Number</b>	<b>44</b>	<b>0</b>	<b>44</b>