

PERIODIC DISCLOSURES FORM L-41 GRIEVANCE DISPOSAL

Insurer: TATA AIG Life Insurance Co.Ltd

Date: 30/09/2010

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	3	1513	1305	0		211
	b) New Busines Related	0	52	44	0		8
	c) Policy Servcing related	21	2060	1858	0		223
	d) Claim Servicing related	20	125	94	0		51
	e) Others	0	0	0	0		0
	Total Number	44	3750	3301	0	0	493

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	413	0	413
	b) Greater than 15 days	80	0	80
	Total Number	493	0	493