

# PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: TATA AIG Life Insurance Co.Ltd

Date: 31/12/2010

## 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	211	1725	1875	0		61
	b) New Busines Related	8	74	77	0		5
	c) Policy Servcing related	223	2629	2746	0		106
	d) Claim Servicing related	51	202	127	0		126
	e) Others	0	28	28	0		0
	<b>Total Number</b>	<b>493</b>	<b>4658</b>	<b>4853</b>	<b>0</b>	<b>0</b>	<b>298</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	100	0	100
	b) Greater than 15 days	198	3	201
	<b>Total Number</b>	<b>298</b>	<b>3</b>	<b>301</b>