

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	
1	Complaints made by customers						
	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
	Total Number	48	15241	13426	163	1656	44
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
	a) Less than 15 days	37		37			
	b) Greater than 15 days	7		7			
	Total Number	44	0	44			