

# PERIODIC DISCLOSURES

## FORM L-41 GREIVANCE DISPOSAL

Insurer: **TATA AIG LIFE INSURANCE COMPANY LIMITED**

Date: **30.09.11**

GRIEVANCE DISPOSAL				For the Half Year ended Sept 2011			
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	8	4253	2092	119	1979	71
b)	New Busines Related	1	666	351	37	276	3
c)	Policy Servcing related	31	3319	1734	268	1302	46
d)	Claim Servicing related	4	719	351	31	312	29
e)	Others	0	42	23	2	17	0
	<b>Total Number</b>	<b>44</b>	<b>8999</b>	<b>4551</b>	<b>457</b>	<b>3886</b>	<b>149</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	114	0	114
b)	Greater than 15 days	35	2	37
	<b>Total Number</b>	<b>149</b>	<b>2</b>	<b>151</b>