

## PERIODIC DISCLOSURES

### FORM L-41 GRIEVANCE DISPOSAL

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

Date: **31.12.11**

GRIEVANCE DISPOSAL				For the period ended Dec 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	6473	3039	191	3206	45
b)	New Busines Related	1	923	473	55	396	0
c)	Policy Servcing related	31	4456	2287	329	1822	49
d)	Claim Servicing related	4	1013	468	52	476	21
e)	Others	0	52	27	3	22	0
	<b>Total Number</b>	<b>44</b>	<b>12917</b>	<b>6294</b>	<b>630</b>	<b>5922</b>	<b>115</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	93	0	93
b)	Greater than 15 days	22	0	22
	<b>Total Number</b>	<b>115</b>	<b>0</b>	<b>115</b>