

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: **TATA AIA LIFE INSURANCE COMPANY LIMITED**
(Formerly known as TATA AIG LIFE INSURANCE COMPANY LIMITED)

Date: **31.03.12**

GRIEVANCE DISPOSAL				For the year ended Mar 2012			
Sl No.	Particulars	Opening Balance	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales Related	8	8836	3914	234	4677	19
	b) New Busines Related	1	1139	551	64	522	3
	c) Policy Servcing related	31	5328	2629	367	2355	8
	d) Claim Servicing related	4	1295	555	68	670	6
	e) Others	0	74	33	3	38	0
	Total Number	44	16672	7682	736	8262	36
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
	a) Less than 15 days	35	0	35			
	b) Greater than 15 days	1	1	2			
	Total Number	36	1	37			

GRIEVANCE DISPOSAL				For the Quarter ended Mar 31, 2012			
Sl No.	Particulars	Opening Balance	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales Related	45	2363	875	43	1471	19
	b) New Busines Related	0	216	78	9	126	3
	c) Policy Servcing related	49	872	342	38	533	8
	d) Claim Servicing related	21	282	87	16	194	6
	e) Others	0	22	6	0	16	0
	Total Number	115	3755	1388	106	2340	36
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
	a) Less than 15 days	35	0	35			
	b) Greater than 15 days	1	1	2			
	Total Number	36	1	37			