

FORM L-41

GREIVANCE DISPOSAL

PERIODIC DISCLOSURES

Insurer:

TATA AIA LIFE INSURANCE CO. LTD.

Date:

31.03.13

(Rs in Lakhs)

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING MARCH 2013								
SI No.	Particulars	Opening Balance * As on being of the quarter	Additions during the quarter	Complaints Resolved/ settled during the quarter			Complaints Pending at the end of the quarter	Total Complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	10	51	7	1	43	10	192
b)	Policy Servcing	18	628	170	11	454	11	2884
c)	Proposal Processing	4	165	44	1	122	2	699
d)	Survival Claims	18	145	30	3	127	3	629
e)	ULIP Related	4	67	6	1	64	0	301
f)	Unfair Business Practices	65	1525	446	19	1116	9	6536
g)	Others	0	31	5	2	24	0	136
	Total Number of Complaints	119	2612	708	38	1950	35	11377

2	Total No. of Policies during the previous year :	276,597
3	Total No. of Claims during the previous year :	8,306
4	Total No. of Policies during the current year :	150,808
5	Total No. of Claims during the current year :	6,547
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	701
7	Total No. of Claim Complaints (current year) per 10,000 claims (current year)	1,257

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	16	0	16
b)	7-15 days	12	0	12
c)	15-30 days	7	0	7
d)	30-90 days	0	0	0
e)	90 days & Beyond	0	0	0
	Total Number of Complaints	35	0	35

6 cases of Rural during this period

* Opening balance should tally with the closing balance of the previous financial year

Disclaimers:

- 1) The data pertaining to Claims for Sr. No. 3 and 5 as mentioned above is pertaining only to Death Claims reported for Individual and Group Life Business
- 2) Policy complaints as mentioned in Sr. No. 6 above include Complaints pertaining to Policy Servicing, Proposal Processing, ULIP related, Unfair Business Practices and Others.
- 3) Claim complaints as mentioned in Sr. No. 7 above include Complaints pertaining to Death Claims and Survival Claims
- 4) The Total No. of Policies in Sr. No. 2 and 4 is the total policies issued for Individual and Group Life Business during the specified period.