

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

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

Date: **30.06.12**

GRIEVANCE DISPOSAL				For the quarter ended Jun 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	19	1778	610	24	1034	129
	b) New Busines Related	3	190	55	1	121	16
	c) Policy Servcing related	8	970	331	18	566	63
	d) Claim Servicing related	6	204	48	8	121	33
	e) Others	0	35	15	1	15	4
	Total Number	36	3177	1059	52	1857	245
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
	a) Less than 15 days	228	0	228			
	b) Greater than 15 days	17	2	19			
	Total Number	245	2	247			