

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

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

Date: **30.09.12**

GRIEVANCE DISPOSAL				For the half year ended Sep 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	3413	1168	1161	1044	59
b)	New Busines Related	3	365	112	125	126	5
c)	Policy Servcing related	8	1705	544	561	586	22
d)	Claim Servicing related	6	403	92	169	124	24
e)	Others	0	79	28	33	16	2
	Total Number	36	5965	1944	2049	1896	112

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	105	0	105
b)	Greater than 15 days	7	1	8
	Total Number	112	1	113

GRIEVANCE DISPOSAL				For the Quarter ended Sep, 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	129	1635	558	1137	10	59
b)	New Busines Related	16	175	57	124	5	5
c)	Policy Servcing related	63	735	213	543	20	22
d)	Claim Servicing related	33	199	44	161	3	24
e)	Others	4	44	13	32	1	2
	Total Number	245	2788	885	1997	39	112

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	105	0	105
b)	Greater than 15 days	7	1	8
	Total Number	112	1	113