

PERIODIC DISCLOSURES

FORM L-41GREIVANCE DISPOSAL

Insurer:

TATA AIA LIFE INSURANCE CO. LTD.

Date:

31.12.12

(Rs in Lakhs)

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING DECEMBER 2012								
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	15	48	9	8	31	15	142
b)	Policy Servcing	19	699	213	13	470	22	2262
c)	Proposal Processing	5	170	38	3	130	4	535
d)	Survival Claims	9	176	39	4	129	13	485
e)	ULIP Related	3	92	12		79	4	234
f)	Unfair Business Practices	59	1610	514	19	1075	61	5023
g)	Others	2	26	4		24	0	105
	Total Number of Complaints	112	2821	829	47	1938	119	8786

2	Total No. of Policies during the previous year :	276597
3	Total No. of Claims during the previous year :	8306
4	Total No. of Policies during the current year :	98473
5	Total No. of Claims during the current year :	4729
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	829
7	Total No. of Claim Complaints (current year) per 10,000 claims (current year)	1326

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	89	0	89
b)	7-15 days	20	0	20
c)	15-30 days	8	1	9
d)	30-90 days	2	0	2
e)	90 days & Beyond	0	0	0
	Total Number of Complaints	119	1	120

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

Notes:

- 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.