

FORM L-41

GREIVANCE DISPOSAL

PERIODIC DISCLOSURES

Insurer:

TATA AIA LIFE INSURANCE COMPANY LIMITED

Date:

30.06.13

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE 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	45	5	1	29	20	45
	b) Policy Servcing	11	564	171	13	352	39	564
	c) Proposal Processing	2	131	37	0	83	13	131
	d) Survival Claims	3	158	28	1	118	14	158
	e) ULIP Related	0	79	7	0	59	13	79
	f) Unfair Business Practices	9	1296	417	6	796	86	1296
	g) Others	0	34	3	0	27	4	34
	Total Number of Complaints	35	2307	668	21	1464	189	2307

2	Total No. of Policies during the previous Quarter :	35,308
3	Total No. of Claims during the previous Quarter :	1,793
4	Total No. of Policies during the current Quarter :	23,099
5	Total No. of Claims during the current Quarter :	1,384
6	Total No. of Policy Complaints (current quarter) per 10,000 policies (current quarter)	911
7	Total No. of Claim Complaints (current quarter) per 10,000 claims (current quarter)	1,467

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	102	0	102
	b) 7-15 days	43	0	43
	c) 15-30 days	28	0	28
	d) 30-90 days	15	0	15
	e) 90 days & Beyond	1	0	1
	Total Number of Complaints	189	0	189

* 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.