

FORM L-41

GREIVANCE DISPOSAL

PERIODIC DISCLOSURES

Insurer:

TATA AIA LIFE INSURANCE COMPANY LIMITED

Date:

30.09.2013

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING SEPT 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	20	46	7	0	53	6	91
	b) Policy Servcing	39	547	226	13	307	40	1111
	c) Proposal Processing	13	169	71	5	96	10	300
	d) Survival Claims	14	141	50	1	94	10	299
	e) ULIP Related	13	66	20	1	56	2	145
	f) Unfair Business Practices	86	1295	442	9	845	85	2591
	g) Others	4	29	4	0	26	3	63
	Total Number of Complaints	189	2293	820	29	1477	156	4600

2	Total No. of Policies during the previous Year	67,911
3	Total No. of Claims during the previous Year	3,392
4	Total No. of Policies during the current Year	51,006
5	Total No. of Claims during the current Year	2,804
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	825
7	Total No. of Claim Complaints (current year) per 10,000 claims (current Year)	1,391

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	125	0	125
	b) 7-15 days	19	0	19
	c) 15-30 days	9	0	9
	d) 30-90 days	2	0	2
	e) 90 days & Beyond	1	0	1
	Total Number of Complaints	156	0	156

* 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.