

FORM L-41

GREIVANCE DISPOSAL

PERIODIC DISCLOSURES

Insurer:

TATA AIA LIFE INSURANCE COMPANY LIMITED

Date:

31.12.2013

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING DECEMBER 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	6	37	2	0	38	3	128
	b) Policy Servcing	40	481	177	12	315	17	1592
	c) Proposal Processing	10	158	58	1	103	6	458
	d) Survival Claims	10	180	42	1	141	6	479
	e) ULIP Related	2	66	11	4	53	0	211
	f) Unfair Business Practices	85	1003	311	9	710	58	3594
	g) Others	3	27	2	0	25	3	90
	Total Number of Complaints	156	1952	603	27	1385	93	6552

2	Total No. of Policies during the previous Year	98,473
3	Total No. of Claims during the previous Year	228,156
4	Total No. of Policies during the current Year	84,360
5	Total No. of Claims during the current Year	290,389
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	705
7	Total No. of Claim Complaints (current year) per 10,000 claims (current Year)	21

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	68	0	68
	b) 7-15 days	22	0	22
	c) 15-30 days	2	0	2
	d) 30-90 days	1	0	1
	e) 90 days & Beyond	0	0	0
	Total Number of Complaints	93	0	93

* 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.