

FORM L-41 GREIVANCE DISPOSAL

PERIODIC DISCLOSURES

Insurer:

TATA AIA LIFE INSURANCE COMPANY LIMITED

Date:

31.03.2014

| GRIEVANCE DISPOSAL FOR THE QUARTER ENDING MARCH 2014 |                              |  |                                 |   |                  |          |   |  |
|--|------------------------------|--|---------------------------------|---|------------------|----------|---|--|
| Sl No.   | Particulars                  | Opening Balance *<br>As on being of the<br>quarter | Additions during the<br>quarter | Complaints Resolved/ settled during the quarter |                  |          | Complaints Pending at<br>the end of the quarter | Total Complaints registered<br>upto the quarter during the<br>financial year |
|  |                              |  |                                 | Fully Accepted                                  | Partial Accepted | Rejected |   |  |
| 1  | Complaints made by customers |  |                                 |   |                  |          |   |  |
| a)   | Death Claims                 | 3  | 49                              | 4   | 0                | 45       | 3   | 177  |
| b)   | Policy Servcing              | 17   | 454                             | 237   | 9                | 221      | 4   | 2046   |
| c)   | Proposal Processing          | 6  | 165                             | 84  | 2                | 85       | 0   | 623  |
| d)   | Survival Claims              | 6  | 154                             | 36  | 3                | 117      | 4   | 633  |
| e)   | ULIP Related                 | 0  | 52                              | 14  | 1                | 37       | 0   | 263  |
| f)   | Unfair Business Practices    | 58   | 1103                            | 330   | 16               | 807      | 8   | 4697   |
| g)   | Others                       | 3  | 29                              | 9   | 0                | 23       | 0   | 119  |
|  | Total Number of Complaints   | 93   | 2006                            | 714   | 31               | 1335     | 19  | 8558   |

|   |  |         |
|---|--|---------|
| 2 | Total No. of Policies during the previous Year                                   | 150,808 |
| 3 | Total No. of Claims during the previous Year                                     | 323,022 |
| 4 | Total No. of Policies during the current Year                                    | 117,534 |
| 5 | Total No. of Claims during the current Year                                      | 404,500 |
| 6 | Total No. of Policy Complaints (current year) per 10,000 policies (current year) | 659     |
| 7 | Total No. of Claim Complaints (current year) per 10,000 claims (current Year)    | 20      |

| 8  | Duration wise Pending Status | Complaints made by<br>customers | Complaints made by<br>intermediaries | Total |
|----|------------------------------|---------------------------------|--------------------------------------|-------|
| a) | Upto 7 days                  | 16                              | 0                                    | 16    |
| b) | 7-15 days                    | 1                               | 0                                    | 1     |
| c) | 15-30 days                   | 0                               | 0                                    | 0     |
| d) | 30-90 days                   | 2                               | 0                                    | 2     |
| e) | 90 days & Beyond             | 0                               | 0                                    | 0     |
|    | Total Number of Complaints   | 19                              | 0                                    | 19    |

\* 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 to includes Death\* Maturity, Survival Benefit, Annuities / Pension, Surrenders, Other benefits reported for Individual and Group Life Business in L-40.
- 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.