

FORM L-41 GREIVANCE DISPOSAL

PERIODIC DISCLOSURES

Insurer:

TATA AIA LIFE INSURANCE COMPANY LIMITED

Date:

30.06.2014

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE 2014								
Sl 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	3	42	2		40	3	42
b)	Policy Servcing	5	256	108	3	139	11	256
c)	Proposal Processing	0	102	38	4	57	3	102
d)	Survival Claims	4	125	33		88	8	125
e)	ULIP Related	0	60	12	2	41	5	60
f)	Unfair Business Practices	7	655	180	5	437	40	655
g)	Others	0	16	2		13	1	16
	Total Number of Complaints	19	1256	375	14	815	71	1256

2	Total No. of Policies during the previous Year	23,099
3	Total No. of Claims during the previous Year	86,531
4	Total No. of Policies during the current Year	9,701
5	Total No. of Claims during the current Year	107,184
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	1,123
7	Total No. of Claim Complaints (current year) per 10,000 claims (current Year)	16

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	56	0	56
b)	7-15 days	8	0	8
c)	15-30 days	3	0	3
d)	30-90 days	3	0	3
e)	90 days & Beyond	1	0	1
	Total Number of Complaints	71	0	71

* 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.
5) The TAT calculations of the Pending compaints are done basis the customer req date