

## PERIODIC DISCLOSURES

### FORM L-41 GREIVANCE DISPOSAL

Insurer: TATA AIA LIFE INSURANCE COMPANY LIMITED

Date: 30.09.2014

#### GRIEVANCE DISPOSAL FOR THE QUARTER ENDING SEPTEMBER 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	30	0	0	30	3	72
b)	Policy Servcing	11	248	110	5	131	13	504
c)	Proposal Processing	3	71	31	3	39	1	173
d)	Survival Claims	8	118	32	5	87	2	243
e)	ULIP Related	5	41	6	1	38	1	101
f)	Unfair Business Practices	40	730	208	6	516	40	1385
g)	Others	1	13	1	2	10	1	29
	<b>Total Number of Complaints</b>	<b>71</b>	<b>1251</b>	<b>388</b>	<b>22</b>	<b>851</b>	<b>61</b>	<b>2507</b>

2	Total No. of Policies during the previous Year	50,993
3	Total No. of Claims during the previous Year	181,508
4	Total No. of Policies during the current Year	23,188
5	Total No. of Claims during the current Year	225,414
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	946
7	Total No. of Claim Complaints (current year) per 10,000 claims (current Year)	14

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	32	0	32
b)	7-15 days	19	0	19
c)	15-30 days	7	0	7
d)	30-90 days	3	0	3
e)	90 days & Beyond	0	0	0
	<b>Total Number of Complaints</b>	<b>61</b>	<b>0</b>	<b>61</b>

\* 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