

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer:

TATA AIA LIFE INSURANCE COMPANY LIMITED

Date:

31.12.2014

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING DECEMBER 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	9	1	0	9	2	81
b)	Policy Servcing	10	217	91	4	125	7	721
c)	Proposal Processing	1	49	25	1	23	1	222
d)	Survival Claims	2	99	24	1	72	4	342
e)	ULIP Related	1	29	6	0	23	1	130
f)	Unfair Business Practices	43	632	200	5	455	15	2017
g)	Others	1	8	0	0	9	0	37
	Total Number of Complaints	61	1043	347	11	716	30	3550

2	Total No. of Policies during the previous Year	84,360
3	Total No. of Claims during the previous Year	290,389
4	Total No. of Policies during the current Year	34,525
5	Total No. of Claims during the current Year	327,214
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	906
7	Total No. of Claim Complaints (current year) per 10,000 claims (current Year)	13

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	20	0	20
b)	7-15 days	5	0	5
c)	15-30 days	2	0	2
d)	30-90 days	3	0	3
e)	90 days & Beyond	0	0	0
	Total Number of Complaints	30	0	30

* 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