

# PERIODIC DISCLOSURES

## FORM L-41 GREIVANCE DISPOSAL

Insurer: TATA AIA LIFE INSURANCE COMPANY LIMITED

Date: 31.03.2015

### GRIEVANCE DISPOSAL FOR THE QUARTER ENDING MARCH 2015

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	2	20	2	3	17	0	101
b)	Policy Servcing	8	285	127	13	151	2	1006
c)	Proposal Processing	1	46	25	0	22	0	268
d)	Survival Claims	4	138	52	3	87	0	480
e)	ULIP Related	1	58	19	4	35	1	188
f)	Unfair Business Practices	14	679	338	3	350	2	2696
g)	Others	0	8	0	0	8	0	45
	Total Number of Complaints	30	1234	563	26	670	5	4784

2	Total No. of Policies during the previous Year	117,534
3	Total No. of Claims during the previous Year	404,501
4	Total No. of Policies during the current Year	72,055
5	Total No. of Claims during the current Year	437,486
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	583
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	3	0	3
b)	7-15 days	2	0	2
c)	15-30 days	0	0	0
d)	30-90 days	0	0	0
e)	90 days & Beyond	0	0	0
	Total Number of Complaints	5	0	5

\* 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