

**PERIODIC DISCLOSURES**

**FORM L-41 GRIEVANCE DISPOSAL**

Insurer: TATA AIA LIFE INSURANCE COMPANY LIMITED

Date: 30.06.2015

**GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE 2015**

SI 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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Death Claims	0	26	1	0	25	0	26
b)	Policy Servcing	2	269	150	7	113	1	269
c)	Proposal Processing	0	84	45	2	37	0	84
d)	Survival Claims	0	150	38	9	102	1	150
e)	ULIP Related	1	50	19	4	28	0	50
f)	Unfair Business Practices	2	532	309	9	216	0	532
g)	Others	0	5	1	0	4	0	5
	<b>Total Number of Complaints</b>	<b>5</b>	<b>1116</b>	<b>563</b>	<b>31</b>	<b>525</b>	<b>2</b>	<b>1116</b>

<b>2</b>	<b>Total No. of Policies during the previous Year</b>	<b>9,701</b>
<b>3</b>	<b>Total No. of Claims during the previous Year</b>	<b>107,184</b>
<b>4</b>	<b>Total No. of Policies during the current Year</b>	<b>16,829</b>
<b>5</b>	<b>Total No. of Claims during the current Year</b>	<b>79,461</b>
<b>6</b>	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year)</b>	<b>559</b>
<b>7</b>	<b>Total No. of Claim Complaints (current year) per 10,000 claims (current Year)</b>	<b>22</b>

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