

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: Date:

(Rs in Lakhs)

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	0	16	4	5	7	0
	a) Sales Related		12	3	4	5	0
	b) New Busines Related		4	1	1	2	0
	c) Policy Servcing related		2	0	1	1	0
	d) Claim Servicing related	0	0	0	0	0	0
	e) Others		2	0	1	1	0
	Total Number	0	20	4	7	9	0

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	0	0	0
	b) Greater than 15 days	0	1	1
	Total Number	0	1	1

* Opening balance should tally with the closing balance of the previous financial year.

* Legal Notice / Ombudsman / Consumer cases also included.

* Ombudsman / Consumer Forum cases are consider and included in Intermediaties.

