

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer: Bharti-Axa Life Insurance 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	477	74	150	182	71
a)	Sales Related	0	407	62	128	156	61
b)	New Busines Related	0	70	12	22	26	10
c)	Policy Servcing related	0	56	10	17	21	8
d)	Claim Servicing related	0	2	1	0	0	1
e)	Others	0	55	8	18	22	7
	Total Number	0	590	93	185	225	87

2	Duration wise Pending Status	made by customers	made by intermediaries	Total
a)	Less than 15 days	52	0	52
b)	Greater than 15 days	32	3	35
	Total Number	84	3	87

* 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.

