

FORM L-41

GREIVANCE DISPOSAL

Insurer: Bharti AXA Life Insurance Company Limited

Date: Apr 10 - Jun 10

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales Related	202	1524	221	296	968	241
	b) New Busines Related	16	208	22	91	85	26
	c) Policy Servcing related	7	47	9	25	14	6
	d) Claim Servicing related	11	6	1	0	5	11
	e) Others	4	39	8	24	8	3
	Total Number	240	1824	261	436	1080	287
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
	a) Less than 15 days	257	1	258			
	b) Greater than 15 days	20	9	29			
	Total Number	277	10	287			

* 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.

Above nos includes repeat customers