

FORM L-41

GREIVANCE DISPOSAL

Insurer: Bharti AXA Life Insurance Company Limited

Date: Apr 10 - Sep 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	3359	1038	296	1790	437
	b) New Busines Related	16	452	42	195	197	34
	c) Policy Servcing related	7	113	12	72	24	12
	d) Claim Servicing related	11	23	2	0	17	15
	e) Others	4	96	13	51	25	11
	Total Number	240	4043	1107	614	2053	509
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
	a) Less than 15 days	382	0	382			
	b) Greater than 15 days	119	8	127			
	Total Number	501	8	509			

* 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