FORM L-41 GREIVANCE DISPOSAL

Insurer: Bharti-AXA Life Insurance Date: April 10 to Mar 11

GRIEVANCE DISPOSAL

S1 No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints
				Fully Accepted	Partial Accepted	Rejected	Pending
1	Complaints made by customers						
a)	Sales Related	202	7430	2864	296	4088	384
b)	New Busines Related	16	844	245	201	383	31
c)	Policy Servcing related	7	358	170	87	88	20
d)	Claim Servicing related	11	43	5	0	23	26
e)	Others	4	219	101	57	55	10
	Total Number	240	8894	3385	641	4637	471

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	302	1	303
b)	Greater than 15 days	151	17	168
	Total Number	453	18	471

^{*} 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.