

FORM L-41 GRIEVANCE DISPOSALInsurer: **Bharti-Axa Life Insurance Co. Ltd.**Date: **Apr 2011 to Dec 2011****GRIEVANCE DISPOSAL**

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	384	3221	1003	0	2454	148
b)	New Business Related	31	774	298	0	481	26
c)	Policy Servicing related	20	437	232	0	194	31
d)	Claim Servicing related	26	38	4	0	37	23
e)	Others	10	65	42	0	32	1
	Total Number	471	4535	1579	0	3198	229
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
a)	Less than 15 days	171	1	172			
b)	Greater than 15 days	42	15	57			
	Total Number	213	16	229			

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

* Legal Notice / Ombudsman / Consumer cases also included.