

FORM L-41 GREIVANCE DISPOSAL

Insurer: **Bharti-Axa Life Insurance**

Date: **April- June 2012**

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	310					
a)	Sales Related	227	1326	550		797	206
b)	New Busines Related	40	301	104		197	40
c)	Policy Servcing related	41	145	44		119	23
d)	Claim Servicing related	32	11	7	0	16	20
e)	Others	1	78	41		33	5
	Total Number	341	1861	746	0	1162	294

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	225		225
b)	Greater than 15 days	51	18	69
	Total Number	276	18	294

We shall be reporting all cases which are sync with IGMS (wherein IRDA token numbers have been generated)

Among the opening balance, we have considered 5 complaints wherein Priority cases were sync into IGMS, among the Resolved complaints

The closing balance contains 35 cases which are Priority cases, but not sync into IGMS

We have excluded 114 cases which are Incorrect tagging from the Additions