

Bharti AXA Life Insurance Company Limited

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING MARCH 2013								
SI No.	Particulars	Opening Balance * As on beginning of the quarter	Additions during the quarter	Complaints Resolved/ Settled during the quarter			Complaints Pending at the end of the quarter	Total Complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers							
a)	Death Claims	20	15	21	0	10	4	43
b)	Policy Servicing	25	134	87	0	48	24	324
c)	Proposal Processing	37	258	131	1	131	32	802
d)	Survival Claims	8	75	38	0	35	10	115
e)	ULIP Related	16	86	29	0	56	17	182
f)	Unfair Business Practices	202	1239	642	1	599	199	3976
g)	Others	0	0	0	0	0	0	0
	Total Number of complaints:	308	1807	948	2	879	286	5442

2	Total No. of policies during the previous year:	113142
3	Total No. of claims during the previous year:	933
4	Total No. of policies during the current year:	112022
5	Total No. of claims during the current year:	1042
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	625
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	2380

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	117	0	117
b)	7 - 15 days	139	0	139
c)	15- 30 days	6	0	6
d)	30 - 90 days	18	0	18
e)	90 days & beyond	6	0	6
	Total Number of complaints:	286	0	286

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