

Bharti AXA Life Insurance Company Limited

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE 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	4	9	1		8	4	9
b)	Policy Servicing	24	111	77		32	26	111
c)	Proposal Processing	32	358	157		168	65	358
d)	Survival Claims	10	55	34		27	4	55
e)	ULIP Related	17	56	22		38	13	56
f)	Unfair Business Practices	199	1216	743		473	199	1216
g)	Others	0	0	0		0	0	0
	Total Number of complaints:	286	1805	1034	0	746	311	1805

2	Total No. of policies during the previous year:	112160
3	Total No. of claims during the previous year:	1087
4	Total No. of policies during the current year:	23529
5	Total No. of claims during the current year:	299
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	763
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	301

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	145	0	145
b)	7 - 15 days	121	0	121
c)	15- 30 days	10	0	10
d)	30 - 90 days	27	0	27
e)	90 days & beyond	8	0	8
	Total Number of complaints:	311	0	311

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