

Bharti AXA Life Insurance Company Limited

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING SEPTEMBER 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	6	4	0	6	0	15
b)	Policy Servicing	26	163	86	0	60	43	274
c)	Proposal Processing	65	278	166	0	144	33	636
d)	Survival Claims	4	56	28	0	22	10	111
e)	ULIP Related	13	79	32	0	44	16	135
f)	Unfair Business Practices	199	1435	824	0	589	221	2651
g)	Others	0	0	0	0	0	0	0
	Total Number of complaints:	311	2017	1140	0	865	323	3822

2	Total No. of policies during the previous year:	112075
3	Total No. of claims during the previous year:	1165
4	Total No. of policies during the current year:	51660
5	Total No. of claims during the current year:	601
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	737
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	250

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	206	0	206
b)	7 - 15 days	88	0	88
c)	15- 30 days	2	0	2
d)	30 - 90 days	22	0	22
e)	90 days & beyond	5	0	5
	Total Number of complaints:	323	0	323

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