

Bharti AXA Life Insurance Company Limited

FORM L-41 GREIVANCE DISPOSAL

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING DECEMBER 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	0	8	2		3	3	23
b)	Policy Servicing	43	125	80		73	15	399
c)	Proposal Processing	33	219	118		110	24	855
d)	Survival Claims	10	55	35		27	3	166
e)	ULIP Related	16	56	18		44	10	191
f)	Unfair Business Practices	221	1454	852		651	172	4105
g)	Others	0	0	0		0	0	0
	Total Number of complaints:	323	1917	1105	0	908	227	5739

2	Total No. of policies during the previous year:	76169
3	Total No. of claims during the previous year:	779
4	Total No. of policies during the current year:	80317
5	Total No. of claims during the current year:	817
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	712
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	282

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	156	0	156
b)	7 - 15 days	59	0	59
c)	15- 30 days	3	0	3
d)	30 - 90 days	8	0	8
e)	90 days & beyond	1	0	1
	Total Number of complaints:	227	0	227

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

* Only IRDA token numbers are reported in Additions