

PERIODIC DISCLOSURES

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| FORM L-41 | Grievance Disposal |
| Insurer | Reliance Life Insurance Co. Ltd. |
| Date | Quarter Ending June 2015 |

L-41 GRIEVANCE DISPOSAL

| SL No. | Particulars | Opening Balance * | Additions | Complaints Resolved/Settled | | | Complaints Pending | Total Complaints registered upto the quarter during the Financial Year |
|--------|-------------------------------------|-------------------|-------------|-----------------------------|------------------|-------------|--------------------|--|
| | | | | Fully Accepted | Partial Accepted | Rejected | | |
| 1 | Complaints made by customers | | | | | | | |
| a) | Death Claims | 20 | 85 | 19 | 7 | 73 | 6 | 85 |
| b) | Policy Servicing | 79 | 345 | 300 | 6 | 88 | 30 | 345 |
| c) | Proposal Processing | 7 | 289 | 220 | 2 | 72 | 2 | 289 |
| d) | Survival Claims | 16 | 301 | 122 | 15 | 159 | 21 | 301 |
| e) | ULIP Related | 0 | 38 | 10 | 1 | 24 | 3 | 38 |
| f) | Unfair Business Practices | 374 | 3728 | 892 | 276 | 2611 | 323 | 3728 |
| g) | Others | 15 | 74 | 43 | 3 | 40 | 3 | 74 |
| | Total Numbers | 511 | 4860 | 1606 | 310 | 3067 | 388 | 4860 |

| | | |
|---|--|--------|
| 2 | Total No. of Policies during previous year: | 478665 |
| 3 | Total No. of Claims during previous year: | 224380 |
| 4 | Total No. of Policies during current year: | 76260 |
| 5 | Total No. of Claims during current year: | 64066 |
| 6 | Total No. of Policy Complaints [current year] Per 10000 policies [current year] | 586.68 |
| 7 | Total No. of Claim Complaints [current year] Per 10000 claims registered [current year] | 60.25 |

| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by Intermediaries | Total |
|----|--------------------------------|------------------------------|-----------------------------------|------------|
| a) | Upto 7 days | 330 | 0 | 330 |
| b) | 7 - 15 days | 51 | 0 | 51 |
| c) | 15 - 30 days | 5 | 0 | 5 |
| d) | 30 - 90 days | 2 | 0 | 2 |
| e) | 90 days & beyond | 0 | 0 | 0 |
| | Total no. of complaints | 388 | 0 | 388 |

Opening balance should tally with the closing balance of the previous financial year.