

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal						
Insurer	Reliance Life Insurance Co. Ltd.						
Date	2014-15 (For Quarter Ending 31st December, 2014)						

L-41 GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending	Total complaints registered upto
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	16	109	109	0	0	16	341
b)	Policy Servicing	30	502	478	0	0	54	1403
c)	Proposal Processing	26	206	223	0	0	9	878
d)	Survival Claims	7	82	78	0	0	11	241
e)	ULIP Related	0	22	22	0	0	0	49
f)	Unfair Business Practices	360	4014	4072	0	0	302	13650
g)	Others	17	376	375	0	0	18	1136
	Total Number	456	5311	5357	0	0	410	17698

2	Total No. of Policies during previous year:	587774
3	Total No. of Claims during previous year:	74760
4	Total No. of Policies during current year:	332768
5	Total No. of Claims during current year:	100734
6	Total No. of Policy Complaints[current year] Per 10000 policies [current year]	514.35
7	Total No. of Claim Complaints [Current Year] per 10000 claims registered [current year]	57.78

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	88	0	88
b)	7-15 days	196	0	196
c)	15-30 days	94	0	94
d)	30-90 days	24	0	24
e)	90 days & beyond	8	0	8
	Total no. of complaints	410	0	410

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