

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal						
Insurer	Reliance Life Insurance Co. Ltd.						
Date	FY 2014						

L-41 GRIEVANCE DISPOSAL (Combined 2014)

SI 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	7	542	537	0	0	12	542
b)	Policy Servicing	24	1757	1750	0	0	31	1757
c)	Proposal Processing	14	1785	1791	0	0	8	1785
d)	Survival Claims	14	320	323	0	0	11	320
e)	ULIP Related	2	170	171	0	0	1	170
f)	Unfair Business Practices	185	24911	24958	0	0	138	24911
g)	Others	5	1262	1259	0	0	8	1262
	Total Number	251	30747	30789	0	0	209	30747

2	Total No. of Policies during previous year:	762532
3	Total No. of Claims during previous year:	52032
4	Total No. of Policies during current year:	587774
5	Total No. of Claims during current year:	74760
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	486.97
7	Total No. of Claim Complaints [Current Year] per 10000 claims registered [current year]	115.30

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	0	0	0
b)	7-15 days	162	0	162
c)	15-30 days	25	0	25
d)	30-90 days	10	0	10
e)	90 days & beyond	12	0	12
	Total no. of complaints	209	0	209

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