

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal						
Insurer	Reliance Life Insurance Co. Ltd.						
Date	2013-14 (For Quarter Ending 31st Dec, 2013)						

L-41 GRIEVANCE DISPOSAL (Quarter Ending 31st December, 2013)

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	16	149	115	0	0	50	416
b)	Policy Servicing	19	397	362	0	0	54	1325
c)	Proposal Processing	2	409	390	0	0	21	1334
d)	Survival Claims	10	66	46	0	0	30	255
e)	ULIP Related	2	85	85	0	0	2	147
f)	Unfair Business Practices	46	5894	5511	0	0	429	19786
g)	Others	0	276	256	0	0	20	943
	Total Number	95	7276	6765	0	0	606	24206

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:	456423
5	Total No. of Claims during current year:	51652
6	Total No. of Policy Complaints [current year] per 10000 policies [current year]	148.66
7	Total No. of Claim Complaints [Current Year] per 10000 claims registered [current year]	41.62

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	326	0	326
b)	7-15 days	177	0	177
c)	15-30 days	43	0	43
d)	30-90 days	39	0	39
e)	90 days & beyond	21	0	21
	Total no. of complaints	606	0	606

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