

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal							
Insurer	Reliance Life Insurance Co. Ltd.							
Date	2013-14 (For Quarter Ending 30th Sept, 2013)							
L-41 GRIEVANCE DISPOSAL (Quarter Ending 30th September, 2013)								
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending	Total complaints registered upto the
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	22	149	155	0	0	16	267
b)	Policy Servicing	50	447	478	0	0	19	928
c)	Proposal Processing	39	425	462	0	0	2	925
d)	Survival Claims	21	91	102	0	0	10	189
e)	ULIP Related	2	46	46	0	0	2	62
f)	Unfair Business Practices	316	7647	7917	0	0	46	13892
g)	Others	25	312	337	0	0	0	667
	Total Number	475	9117	9497	0	0	95	16930

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:	393252
5	Total No. of Claims during current year:	33745
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	217.80
7	Total No. of Claim Complaints [Current Year] per 10000 claims registered [current year]	71.12

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	0	0	0
c)	15-30 days	56	0	56
d)	30-90 days	18	0	18
e)	90 days & beyond	21	0	21
	Total no. of complaints	95	0	95

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