

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal						
Insurer	Reliance Life Insurance Co. Ltd.						
Date	2013-14 (For Quarter Ending 30th June, 2013)						

L-41 GRIEVANCE DISPOSAL (Quarter Ending 30th June, 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	7	118	103	0	0	22	118
b)	Policy Servicing	24	481	455	0	0	50	481
c)	Proposal Processing	14	500	475	0	0	39	500
d)	Survival Claims	14	98	91	0	0	21	98
e)	ULIP Related	2	16	16	0	0	2	16
f)	Unfair Business Practices	185	6245	6114	0	0	316	6245
g)	Others	5	355	335	0	0	25	355
	Total Number	251	7813	7589	0	0	475	7813

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:	156508
5	Total No. of Claims during current year:	15414
6	Total No. of Policy Complaints[current year] Per 10000 policies [current year]	462.72
7	Total No. of Claim Complaints [Current Year] per 10000 claims registered [current year]	140.13

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	384	0	384
b)	7-15 days	51	0	51
c)	15-30 days	20	0	20
d)	30-90 days	12	0	12
e)	90 days & beyond	8	0	8
	Total no. of complaints	475	0	475

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