

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal						
Insurer	Reliance Life Insurance Co. Ltd.						
Date	2012-13 (For Quarter Ending 31st Mar, 2013)						

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

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	13	83	89	0	0	7	260
b)	Policy Servicing	84	492	552	0	0	24	1665
c)	Proposal Processing	33	465	484	0	0	14	2918
d)	Survival Claims	38	195	219	0	0	14	561
e)	ULIP Related	1	39	38	0	0	2	186
f)	Unfair Business Practices	579	5341	5735	0	0	185	15945
g)	Others	31	314	340	0	0	5	1058
	Total Number	779	6929	7457	0	0	251	22593

2	Total No. of Policies during previous year:	1094026
3	Total No. of Claims during previous year:	37699
4	Total No. of Policies during current year:	762532
5	Total No. of Claims during current year:	52032
6	Total No. of Policy Complaints[current year] Per 10000 policies [current year]	271.65
7	Total No. of Claim Complaints [Current Year] per 10000 claims registered [current year]	157.79

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	134	0	134
b)	7-15 days	58	0	58
c)	15-30 days	40	0	40
d)	30-90 days	6	0	6
e)	90 days & beyond	13	0	13
	Total no. of complaints	251	0	251

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