

<b>FORM L-41</b>	<b>Grievance Disposal</b>						
<b>Insurer</b>	Reliance Life Insurance Co. Ltd.						
<b>Date</b>	2012-13 (For the Quarter Ending 30th September, 2012)						
<b>L-41 GRIEVANCE DISPOSAL (Quarter Ending 30th September' 2012)</b>							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	38	3511	2952	0	0	597
b)	New Business Related	0	12	12	0	0	0
c)	Policy Servicing related	2	412	394	0	0	20
d)	Claim Servicing related	0	224	206	0	0	18
e)	Related to receipt of Policy Documents**	0	604	595	0	0	9
f)	Others	0	180	151	0	0	29
	<b>Total Number</b>	<b>40</b>	<b>4943</b>	<b>4310</b>	<b>0</b>	<b>0</b>	<b>673</b>
<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>				<b>Total</b>
a)	Less than 15 days	103	0				103
b)	Greater than 15 days	570	0				570
	Total Number	<b>673</b>	<b>0</b>				<b>673</b>
<p>Opening balance should tally with the closing balance of the previous financial year.</p> <p>** PD Requests beyond 60 days unless the original PD has been undelivered not captured as complaints.</p>							