

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal					
Insurer	Reliance Life Insurance Co. Ltd.					
Date	2012-13 (For the Quarter Ending 30th June, 2012)					

L-41 GRIEVANCE DISPOSAL (Quarter Ending 30th June' 2012)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	206	3213	3379	0	2	38
b)	New Busines Related	0	31	31	0	0	0
c)	Policy Servcing related	13	489	499	0	1	2
d)	Claim Servicing related	13	278	290	0	1	0
e)	Related to receipt of Policy Documents**	0	1088	1088	0	0	0
f)	Others	7	278	285	0	0	0
	Total Number	239	5377	5572	0	4	40

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	0	0	0
b)	Greater than 15 days	40	0	40
	Total Number	40	0	40

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

** PD Requests beyond 60 days unless the original PD has been undelivered not captured as complaints.