

PERIODIC DISCLOSURES

FORM L-41	Greivance Disposal					
Insurer	Reliance Life Insurance Co. Ltd.					
Date	For the Year Ending 31st March, 2012)					

L-41 GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	333	10268	10314	0	81	206
b)	New Busines Related	30	1050	1050	0	30	0
c)	Policy Servcing related	86	3031	2993	0	111	13
d)	Claim Servicing related	80	1119	1114	0	72	13
e)	Related to receipt of Policy Documents**	292	16592	16854	0	30	0
f)	Others	6	775	734	0	40	7
	Total Number	827	32835	33059	0	364	239

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	216	0	216
b)	Greater than 15 days	23	0	23
	Total Number	239	0	239

Opening balance should tally with the closing balance of the previous financial year.
 ** PD Requests beyond 60 days unless the original PD has been returned undelivered not captured as complaints.