

PERIODIC DISCLOSURES							
FORM L-41	Grievance Disposal						
Insurer	Reliance Life Insurance Co. Ltd.						
Date	2011-12 (For the Quarter Ending 31st December, 2011)						
L-41 GRIEVANCE DISPOSAL (Quarter Ending 31st December' 2011)							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	70	2632	2674	0	16	12
b)	New Busines Related	47	102	148	0	1	0
c)	Policy Servcing related	20	588	599	0	8	1
d)	Claim Servicing related	10	241	242	0	9	0
e)	Related to receipt of Policy Documents**	0	3419	3419	0	0	0
f)	Others	5	65	63	0	6	1
	Total Number	152	7047	7145	0	40	14
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
a)	Less than 15 days	2	18	20			
b)	Greater than 15 days	12	4	16			
	Total Number	14	22	36			
<p>Opening balance should tally with the closing balance of the previous financial year. ** PD Requests beyond 60 days unless the original PD has been RTOD not captured as complaints.</p>							

