

PERIODIC DISCLOSURES

FORM L-41	Greivance Disposal								
Insurer	Reliance Life Insurance Co. Ltd.								
Date	2011-12 (For the Quarter Ending 30th September, 2011)								

L-41 GRIEVANCE DISPOSAL (Quarter Ending 30th September'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	227	2597	2732	0	22	70
b)	New Busines Related	47	121	121	0	0	47
c)	Policy Servcing related	52	738	747	0	23	20
d)	Claim Servicing related	41	250	269	0	12	10
e)	Related to receipt of Policy Documents**	0	4721	4691	0	30	0
f)	Others	14	138	137	0	10	5
	Total Number	381	8565	8697	0	97	152

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	101	5	106
b)	Greater than 15 days	51	0	51
	Total Number	152	5	157

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.

