

PERIODIC DISCLOSURES

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

L-41 GRIEVANCE DISPOSAL (Quarter Ending 30th June '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	333	2046	2115		37	227
b)	New Busines Related	30	792	746		29	47
c)	Policy Servcing related	86	1067	1027		74	52
d)	Claim Servicing related	80	360	358		41	41
e)	Related to receipt of Policy Documents**	292	7465	7757		0	0
f)	Others	6	458	426		24	14
	Total Number	827	12188	12429	0	205	381

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	349	5	354
b)	Greater than 15 days	32	3	35
	Total Number	381	8	389

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

** Queries and Requests related to Receipt of Policy Document or Duplicate Policy have been included under this category.

