

PERIODIC DISCLOSURES

FORM L-41	Greivance Disposal						
Insurer	Reliance Life Insurance Co. Ltd.						
Date	2010-11 (For the Year Ending 31st Mar, 2011)						

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	400	5620	5654		33	333
b)	New Busines Related	116	6480	6563		3	30
c)	Policy Servcing related	191	6876	6835		146	86
d)	Claim Servicing related	21	1650	1544		47	80
e)	Related to receipt of Policy Documents**	0	41729	41437		0	292
f)	Others	9	1927	1928		2	6
	Total Number	737	64282	63961	0	231	827

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	788	0	788
b)	Greater than 15 days	39	0	39
	Total Number	827	0	827

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.