

**PERIODIC DISCLOSURES**

<b>FORM L-41</b>	<b>Greivance Disposal</b>				
<b>Insurer</b>	<b>Reliance Life Insurance Co. Ltd.</b>				
<b>Date</b>	<b>2010-11 (For the Quarter ending 30th Sept, 2010)</b>				

**GRIEVANCE DISPOSAL**

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	17	1298	1246	0	21	48
b)	New Busines Related	0	1336	1300	0	34	2
c)	Policy Servcing related	5	1513	1415	0	93	10
d)	Claim Servicing related	0	586	555	0	17	14
e)	Others	0	419	409	0	7	3
	<b>Total Number</b>	<b>22</b>	<b>5152</b>	<b>4925</b>	<b>0</b>	<b>172</b>	<b>77</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	62	4	66
b)	Greater than 15 days	15	0	15
	<b>Total Number</b>	<b>77</b>	<b>4</b>	<b>81</b>

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