

| PERIODIC DISCLOSURES | | | | | | | |
|---|---|------------------------------|-----------------------------------|------------------------------|------------------|------------|--------------------|
| FORM L-41 | Grievance Disposal | | | | | | |
| Insurer | Reliance Life Insurance Co. Ltd. | | | | | | |
| Date | 2010-11 (For the Quarter ending 30th June,2010) | | | | | | |
| (Rs in Lakhs) | | | | | | | |
| 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 | 1080 | 1410 | 0 | 53 | 17 |
| b) | New Busines Related | 116 | 3057 | 2991 | 0 | 182 | 0 |
| c) | Policy Servcing related | 191 | 1894 | 1990 | 0 | 90 | 5 |
| d) | Claim Servicing related | 21 | 497 | 518 | 0 | 0 | 0 |
| e) | Others | 9 | 348 | 338 | 0 | 19 | 0 |
| | Total Number | 737 | 6876 | 7247 | 0 | 344 | 22 |
| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total | | | |
| a) | Less than 15 days | 14 | 0 | 14 | | | |
| b) | Greater than 15 days | 8 | 0 | 8 | | | |
| | Total Number | 22 | 0 | 22 | | | |
| * Opening balance should tally with the closing balance of the previous financial year. | | | | | | | |

The grievances received, include complaints through IRDA, Life Council and other sources.