

PERIODIC DISCLOSURES							
<b>FORM L-41</b>	<b>Grievance Disposal</b>						
<b>Insurer</b>	Reliance Life Insurance Co. Ltd.						
<b>Date</b>	2009-10						
<b>(Rs in Lakhs)</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	0	4355	1512	0	2443	400
b)	New Busines Related	0	18703	18587	0	0	116
c)	Policy Servcing related	0	6009	5818	0	0	191
d)	Claim Servicing related	0	1870	1849	0	0	21
e)	Others	0	1939	1930	0	0	9
	<b>Total Number</b>	<b>0</b>	<b>32876</b>	<b>29696</b>	<b>0</b>	<b>2443</b>	<b>737</b>
<b>2</b>	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
a)	Less than 15 days	474	0	474			
b)	Greater than 15 days	263	0	263			
	Total Number	737	0	737			
* 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.