

PERIODIC DISCLOSURES							
<b>FORM L-41</b>	<b>Greivance Disposal</b>						
<b>Insurer</b>	Reliance Life Insurance Co. Ltd.						
<b>Date</b>	2007-08						
<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	267	234	0	33	0
	b) New Busines Related	0	12783	12783	0	0	0
	c) Policy Servcing related	0	7577	7577	0	0	0
	d) Claim Servicing related	0	421	421	0	0	0
	e) Others	0	458	458	0	0	0
	<b>Total Number</b>	<b>0</b>	<b>21506</b>	<b>21473</b>	<b>0</b>	<b>33</b>	<b>0</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	0	0	0			
	b) Greater than 15 days	0	0	0			
	Total Number	0	0	0			
* 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.





