

PERIODIC DISCLOSURES

FORM L GREIVANCE DISPOSAL

Insurer: **SHRIAM LIFE INRURANCE COMPANY LIMITED** Date:

2006-07

(Rs in Lakhs)

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	0	11	10			1
a)	Sales Related	0	5	5			0
b)	New Busines Related	0	4	4			0
c)	Policy Servcing related	0	0	0			0
d)	Claim Servicing related	0	0	0			0
e)	Others	0	2	1			1
	Total Number	0	11	10			1

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	1	0	1
b)	Greater than 15 days	0	0	0
	Total Number	1	0	1

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