

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer: **SHRIAM LIFE INSURANCE COMPANY LIMITED** Period: **2008-09**

(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	3	44	46			1
	a) Sales Related	1	1	2			0
	b) New Busines Related	2	13	14			1
	c) Policy Servcing related	2	23	22			3
	d) Claim Servicing related	0	5	5			0
	e) Others	2	2	3			1
	Total Number	7	44	46			5
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
	a) Less than 15 days	0	0	0			
	b) Greater than 15 days	5	0	5			
	Total Number	5	0	5			

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