

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer: SHRIRAM LIFE INSURANCE CO LTD Date: 30.06.2012

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	10	60	52	0	15	3
a)	Sales Related	9	40	38	0	10	1
b)	New Busines Related	0	2	2	0	0	0
c)	Policy Servcing related	1	11	10	0	0	2
d)	Claim Servicing related	0	1	1	0	0	0
e)	Others	0	6	1	0	5	0
	Total Number	10	60	52	0	15	3

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	2	0	2
b)	Greater than 15 days	1	0	1
	Total Number	3	0	3

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