

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer: **SHRIRAM LIFE INSURANCE COM LTD**

Date: **30.09.2012**

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	3	45	20	0	28	0
a)	Sales Related	1	30	12	0	19	0
b)	New Busines Related	0	2	0	0	2	0
c)	Policy Servcing related	2	6	6	0	2	0
d)	Claim Servicing related	0	0	0	0	0	0
e)	Others	0	7	2	0	5	0
	Total Number	3	45	20	0	28	0

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	0	0	0
	Total Number	0	0	0

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