

# PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer: **SHRIRAM LIFE INSURANCE CO. LTD.** Date: **30.06.2012**

## GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance * As on beggig of the quarter	Additions during the quarter	Complaints Resolved/ settled during the quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers	0	85	9	0	76	0	85
a)	Death Claims	0	1	1	0	0	0	1
b)	Policy Servicing	0	1	1	0	0	0	1
c)	Proposal Processing	0	2	2	0	0	0	2
d)	Survival claims	0	5	2	0	3	0	5
e)	ULIP Related	0	3	3	0	0	0	3
f)	Unfair Business Practices	0	62	24	0	38	0	62
g)	Others	0	11	2	0	9	0	11
	<b>Total Number of complaints</b>	<b>0</b>	<b>85</b>	<b>35</b>	<b>0</b>	<b>50</b>	<b>0</b>	<b>85</b>

2	Total No. of policies during previous year	153961
3	Total No. of claims during previous year	11042
4	Total No. of policies during current year	34212
5	Total No. of claims during current year	330
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	24.85
7	Total No. of claim complaints( current year) per 10,000 claims registered (current year)	30.30

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	0	0	0
b)	7 - 15 days	0	0	0
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	<b>Total Number</b>	<b>0</b>	<b>0</b>	<b>0</b>

**CASSIE KROMHOUT**  
**CHIEF OPERATING OFFICER**

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