

## FORM L-41

## GREIVANCE DISPOSAL

Insurer:

Bharti AXA Life Insurance Company Limited

Date:

Apr 10 to Dec 10

## GRIEVANCE DISPOSAL

| SI No.       | Particulars                  | Opening Balance *            | Additions                         | Complaints Resolved/settled |                  |          | Complaints Pending |
|--------------|------------------------------|------------------------------|-----------------------------------|-----------------------------|------------------|----------|--------------------|
|              |                              |                              |                                   | Fully Accepted              | Partial Accepted | Rejected |                    |
| 1            | Complaints made by customers |                              |                                   |                             |                  |          |                    |
| a)           | Sales Related                | 202                          | 5101                              | 1951                        | 296              | 2799     | 257                |
| b)           | New Busines Related          | 16                           | 637                               | 125                         | 200              | 300      | 28                 |
| c)           | Policy Servcng related       | 7                            | 216                               | 82                          | 78               | 46       | 17                 |
| d)           | Claim Servicing related      | 11                           | 28                                | 4                           | 0                | 18       | 17                 |
| e)           | Others                       | 4                            | 151                               | 54                          | 51               | 44       | 6                  |
| Total Number |                              | 240                          | 6133                              | 2216                        | 625              | 3207     | 325                |
| 2            | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total                       |                  |          |                    |
| a)           | Less than 15 days            | 211                          |                                   | 211                         |                  |          |                    |
| b)           | Greater than 15 days         | 102                          | 12                                | 114                         |                  |          |                    |
| Total Number |                              | 313                          | 12                                | 325                         |                  |          |                    |

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

\* Legal Notice / Ombudsman / Consumer cases also included.

\* Ombudsman / Consumer Forum cases are consider and included in Intermediaries.

Above nos includes repeat customers