

## PERIODIC DISCLOSURES

### FORM L-41 GRIEVANCE DISPOSAL

Insurer: SHRRIAM LIFE INURANCE COMPANY LIMITED Period: 2007-08

(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	0	33	28			5
	a) Sales Related	0	2	1			1
	b) New Busines Related	0	13	11			2
	c) Policy Servcing related	0	12	10			2
	d) Claim Servicing related	0	2	2			0
	e) Others	1	4	3			2
	<b>Total Number</b>	<b>1</b>	<b>33</b>	<b>27</b>			<b>7</b>
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	7	0	7			
	<b>Total Number</b>	<b>7</b>	<b>0</b>	<b>7</b>			

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