

## PERIODIC DISCLOSURES

**FORM L-41 GRIEVANCE DISPOSAL**

**Insurer:** SHRIRAM LIFE INSURANCE COMPANY LTD **Date:** 31.03.2010

*(Rs in Lakhs)*

### GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>	<b>5</b>	<b>135</b>	<b>132</b>			<b>8</b>
	a) Sales Related	1	7	7			1
	b) New Busines Related	1	37	37			1
	c) Policy Servcing related	2	83	79			6
	d) Claim Servicing related	0	5	5			0
	e) Others	1	3	4			0
	<b>Total Number</b>	<b>5</b>	<b>135</b>	<b>132</b>			<b>8</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>made by customers</b>	<b>s made by intermedia</b>	<b>Total</b>
	a) Less than 15 days	3	0	3
	b) Greater than 15 days	5	0	5
	<b>Total Number</b>	<b>8</b>	<b>0</b>	<b>8</b>

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

