

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: Shriram Life Insurance Co. Ltd Date: 31.12.2011

GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	1	23	9	0	10	5
a)	Sales Related	0	12	5	0	6	1
b)	New Busines Related	1	0	0	0		1
c)	Policy Servcing related	0	11	5	0	3	3
d)	Claim Servicing related	0	0	0	0		0
e)	Others	0	0	0	0		0
	Total Number	1	23	10	0	9	5

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	3	0	3
b)	Greater than 15 days	2	0	2
	Total Number	5	0	5

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