

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: Shriram Life Insurance Company Ltd Date: 31.03.2012

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	5	41	22	0	14	10
a)	Sales Related	1	21	9	0	4	9
b)	New Busines Related	1	5	5	0	1	0
c)	Policy Servcing related	3	11	4	0	9	1
d)	Claim Servicing related	0	0	0	0	0	0
e)	Others	0	4	4	0	0	0
	Total Number	5	41	22	0	14	10

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	4	0	4
b)	Greater than 15 days	6	0	6
	Total Number	10	0	10

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