

## PERIODIC DISCLOSURES

### FORM L-41 GREIVANCE DISPOSAL

Insurer: Birla Sun Life Insurance Company Ltd (Regn. No. 109)

Date: 31.12.2010

(Rs in Lakhs)

#### GRIEVANCE DISPOSAL for October to December 2010 quarter.

SI No.	Particulars	Opening Balance	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
	a) Sales Related	280	2857	1089	249	1589	210
	b) New Busines Related	24	535	257	77	218	7
	c) Policy Servcing related	88	1601	732	213	714	30
	d) Claim Servicing related	1	45	3	5	31	7
	e) Others	17	386	188	49	161	5
	<b>Total Number</b>	<b>410</b>	<b>5424</b>	<b>2269</b>	<b>593</b>	<b>2713</b>	<b>259</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	160	0	160
	b) Greater than 15 days	99	0	99
	<b>Total Number</b>	<b>259</b>	<b>0</b>	<b>259</b>