

PERIODIC DISCLOSURES

FORM L-41

GREIVANCE DISPOSAL

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

Date: 30.06.2010

(Rs in Lakhs)

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	459	3190	1543	174	712	1220
	a) Sales Related	302	1209	820	0	617	74
	b) New Busines Related	0	380	100	27	21	232
	c) Policy Servcing related	0	1545	619	147	59	720
	d) Claim Servicing related	157	56	4	0	15	194
	e) Others	0	11	7	0	2	2
	Total Number	459	3201	1550	174	714	1222

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	216	0	216
	b) Greater than 15 days	1004	2	1006
	Total Number	1220	2	1222

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