

Sr. No	Particulars	Opening balance as on being of the year	Additions YTD December 2012	Complaints resolved / settled YTD December 2012			Complaints pending YTD December 2012	Total complaints registered YTD December 2012
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	0	44	6	0	36	2	44
b	Policy Servicing	0	422	277	67	73	5	422
c	Proposal Processing	0	658	576	31	47	4	658
d	Survival claims	0	262	97	45	119	1	262
e	ULIP Related	0	706	333	33	337	3	706
f	Unfair Business Practices	22	11,339	4076	518	6690	77	11,339
g	Others	15	674	151	38	498	2	674
	Total Complaints	37	14,105	5516	732	7800	94	14,105

2	Total No. of policies during previous year	1,029,068
3	Total No. of claims during previous year	53,215
4	Total No. of policies during current year	649,584
5	Total No. of claims during current year	44,218
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	211
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	83

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	80	0	80
b	7-15 days	11	0	11
c	15-30 days	2	0	2
d	30-90 days	1	0	1
e	90 days and beyond	0	0	0
	Total No. of Complaints	94	0	94

Sr. No	Particulars	Opening balance as on being of the quarter	Additions during the quarter	Complaints resolved / settled during the quarter			Complaints pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	0	33	4	0	27	2	44
b	Policy Servicing	0	139	84	28	22	5	422
c	Proposal Processing	2	171	141	13	15	4	658
d	Survival claims	0	91	27	16	47	1	262
e	ULIP Related	0	220	65	14	138	3	706
f	Unfair Business Practices	18	4,501	899	213	3330	77	11,339
g	Others	1	131	29	13	88	2	674
	Total Complaints	21	5,286	1249	297	3667	94	14,105

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	Total No. of Complaints	94	0	94