

ING Vysya Life Insurance Company Limited

(Registration No: 114; Date of registration: 2 August 2001)

FORM : L41 - Grievance Disposal

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance as on 31 Mar 2011	Additions	Complaints Resolved / settled			Complaints Pending (as on 31 March 2012)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	12	1,556	1,529	-	-	39
b)	New Business Related	10	1,460	1,459	-	-	11
c)	Policy Servicing Related	143	6,897	6,861	-	-	179
d)	Claim Servicing Related	45	21	65	-	-	1
e)	Others	-	146	144	-	-	2
	Total Number	210	10,080	10,058	-	-	232

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	114	-	114
b)	Greater than 15 days *	118	-	118
	Total Number	232	-	232

* Cases pending before consumer forum, ombudsman and civil court.