

ING Vysya Life Insurance Company Limited

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

FORM L-41 - GREIVANCE DISPOSAL as on 31 March 2007

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	70	2,179	1,967	-	-	282
a)	Sales Related	21	324	241	-	-	104
b)	New Business Related	17	229	171	-	-	75
c)	Policy Servicing Related	32	1,625	1,554	-	-	103
d)	Claims Servicing Related	-	1	1	-	-	-
	Total Number	70	2,179	1,967	-	-	282

	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
2				
a)	Less than 15 days	149	2	151
b)	Greater than 15 days	131	-	131
	Total Number	280	2	282

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

