

ING Vysya Life Insurance Company Limited

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

FORM L-41 - GREIVANCE DISPOSAL as on 31 March 2008

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	282	3,961	3,793	-	-	450
a)	Sales Related	104	490	548	-	-	46
b)	New Business Related	75	718	655	-	-	138
c)	Policy Servicing Related	103	2,753	2,590	-	-	266
d)	Claims Servicing Related	-	-	-	-	-	-
	Total Number	282	3,961	3,793	-	-	450

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	123	2	125
b)	Greater than 15 days	324	1	325
	Total Number	447	3	450

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

