

ING Vysya Life Insurance Company Limited

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

FORM L-41 - GREIVANCE DISPOSAL as on 31 March 2009

GRIEVANCE DISPOSAL

| SI No. | Particulars | Opening Balance * | Additions | Complaints Resolved/ settled | | | Complaints Pending |
|----------|-------------------------------------|-------------------|--------------|------------------------------|------------------|----------|--------------------|
| | | | | Fully Accepted | Partial Accepted | Rejected | |
| 1 | Complaints made by customers | 450 | 4,180 | 4,447 | - | - | 183 |
| a) | Sales Related | 46 | 1,595 | 1,636 | - | - | 5 |
| b) | New Business Related | 138 | 930 | 1,005 | - | - | 63 |
| c) | Policy Servicing Related | 266 | 1,649 | 1,800 | - | - | 115 |
| d) | Claims Servicing Related | - | 6 | 6 | - | - | - |
| | Total Number | 450 | 4,180 | 4,447 | - | - | 183 |

| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|----|------------------------------|------------------------------|-----------------------------------|-------|
| | | | | |
| a) | Less than 15 days | 140 | 5 | 145 |
| b) | Greater than 15 days | 38 | - | 38 |
| | Total Number | 178 | 5 | 183 |

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

