

**ING Vysya Life Insurance Company Limited**

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

FORM : L41 - Greivance Disposal

**GRIEVANCE DISPOSAL**

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>	<b>755</b>	<b>3,015</b>	<b>3,335</b>	-	-	<b>435</b>
a)	Received through IRDA	19	37	23	-	-	33
b)	Others	736	2,978	3,312	-	-	402
	<b>Complaints made by intermediaries</b>	-	<b>90</b>	62	-	-	<b>28</b>
a)	Received through IRDA	-	-	-	-	-	-
b)	Others	-	90	62	-	-	28
	<b>Total Number</b>	<b>755</b>	<b>3,105</b>	<b>3,397</b>	-	-	<b>463</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	196	4	200
b)	Greater than 15 days	261	2	263
	<b>Total Number</b>	<b>457</b>	<b>6</b>	<b>463</b>