

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	
1	Complaints made by customers						
a)	Sales Related	223	1,379	1,546	-	-	56
b)	New Business Related	86	833	899	-	-	20
c)	Policy Servicing Related	446	3,690	3,960	-	-	176
d)	Claim Servicing Related	-	15	15	-	-	-
e)	Others	-	-	-	-	-	-
	Total Number	755	5,917	6,420	-	-	252

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	218	-	218
b)	Greater than 15 days	34	-	34
	Total Number	252	-	252