

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	1,829	2,031	-	-	21
b)	New Business Related	86	1,268	1,333	-	-	21
c)	Policy Servicing Related	446	5,403	5,688	-	-	161
d)	Claim Servicing Related	-	24	24	-	-	-
e)	Others	-	-	-	-	-	-
	Total Number	755	8,524	9,076	-	-	203

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	194	-	194
b)	Greater than 15 days	9	-	9
	Total Number	203	-	203