

ING Vysya Life Insurance Company Limited

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

FORM : L41 - Grievance Disposal

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance as on 31 Mar 2010	Additions	Complaints Resolved/ settled			Complaints Pending (as on 31 Mar 2011)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	223	2,347	2,558	-	-	12
b)	New Business Related	86	1,820	1,896	-	-	10
c)	Policy Servicing Related	446	7,990	8,293	-	-	143
d)	Claim Servicing Related	-	78	33	-	-	45
e)	Others	-	-	-	-	-	-
	Total Number	755	12,235	12,780	-	-	210

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	98	9	107
b)	Greater than 15 days *	103	-	103
	Total Number	201	9	210

* Cases pending before consumer forum, ombudsman and civil court.