

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 2011	Additions	Complaints Resolved / settled			Complaints Pending (as on 30 June 2011)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	12	443	432	-	-	23
b)	New Business Related	10	573	570	-	-	13
c)	Policy Servicing Related	143	2,989	2,968	-	-	164
d)	Claim Servicing Related	45	9	51	-	-	3
e)	Others	-	8	8	-	-	-
	Total Number	210	4,022	4,029	-	-	203

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	106	-	106
b)	Greater than 15 days *	97	-	97
	Total Number	203	-	203

* Includes 95 cases pending before consumer forum, ombudsman and civil court.