

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 September 2011)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	12	791	780	-	-	23
b)	New Business Related	10	1,030	1,026	-	-	14
c)	Policy Servicing Related	143	4,860	4,847	-	-	156
d)	Claim Servicing Related	45	14	58	-	-	1
e)	Others	-	59	59	-	-	-
	Total Number	210	6,754	6,770	-	-	194

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	82	-	82
b)	Greater than 15 days *	112	-	112
	Total Number	194	-	194

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

