

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 31 December 2011)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	12	1,131	1,116	-	-	27
b)	New Business Related	10	1,324	1,319	-	-	15
c)	Policy Servicing Related	143	5,840	5,831	-	-	152
d)	Claim Servicing Related	45	15	59	-	-	1
e)	Others	-	134	131	-	-	3
	Total Number	210	8,444	8,456	-	-	198

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	90	-	90
b)	Greater than 15 days *	108	-	108
	Total Number	198	-	198

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

