

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 01 Apr 2012	Additions	Complaints Resolved / settled			Complaints Pending (as on 30 June 2012)
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	39	371	377	-	-	33
b)	New Business Related	11	222	224	-	-	9
c)	Policy Servicing Related	179	1,015	1,039	-	-	155
d)	Claim Servicing Related	1	9	8	-	-	2
e)	Others	2	32	21	-	-	13
	Total Number	232	1,649	1,669	-	-	212

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	93	-	93
b)	Greater than 15 days *	119	-	119
	Total Number	212	-	212

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