

**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	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	39	673	693	-	-	19
b)	New Business Related	11	529	527	-	-	13
c)	Policy Servicing Related	179	2,134	2,107	-	-	206
d)	Claim Servicing Related	1	16	17	-	-	-
e)	Others	2	76	66	-	-	12
	<b>Total Number</b>	<b>232</b>	<b>3,428</b>	<b>3,410</b>	-	-	<b>250</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	121	-	121
b)	Greater than 15 days *	129	-	129
	<b>Total Number</b>	<b>250</b>	-	<b>250</b>

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