

ING Vysya Life Insurance Company Limited

(Registration No: 114; Date of registration: 2 August 2001)

FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance at the beginning of the quarter (01 Oct 2012)	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at the end of the quarter (31 Dec 2012)	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	36	14	12	-	3	35	46
b)	Policy Servicing	79	174	156	-	-	97	1,069
c)	Proposal Processing	27	374	383	-	-	18	861
d)	Survival Claims	55	2,072	2,057	-	-	70	3,310
e)	ULIP Related	5	19	18	-	1	5	29
f)	Unfair Buisness Practices	42	291	266	2	3	62	975
g)	Others	6	51	46	-	-	11	133
	Total Number of complaints	250	2,995	2,938	2	7	298	6,423

2	Total No. of policies during previous year	163,509
3	Total No. of claims during previous year	1,975
4	Total No. of policies during current year	128,300
5	Total No. of claims during current year	2,277
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	83
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	202

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	145	-	145
b)	7-15 Days	15	-	15
c)	15 - 30 Days	10	-	10
d)	30 - 90 Days	12	-	12
e)	90 Days & above	116	-	116
	Total Number of complaints	298	-	298