

**ING Vysya Life Insurance Company Limited**

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

FORM : L41 - Grievance Disposal

Sl No.	Particulars	Opening Balance at the beginning of the quarter (01 Dec 2012)	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at the end of the quarter (31 Mar 2013)	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Death Claims	35	17	9	2	14	27	63
b)	Policy Servicing	97	1,425	1,217	93	98	114	2,494
c)	Proposal Processing	18	215	196	15	12	10	1,076
d)	Survival Claims	70	178	223	15	5	5	3,488
e)	ULIP Related	5	13	7	-	-	11	42
f)	Unfair Buisness Practices	62	399	205	93	108	55	1,374
g)	Others	11	111	97	15	6	4	244
	<b>Total Number of complaints</b>	<b>298</b>	<b>2,358</b>	<b>1,954</b>	<b>233</b>	<b>243</b>	<b>226</b>	<b>8,781</b>

<b>2</b>	Total No. of policies during previous year	233,800
<b>3</b>	Total No. of claims during previous year	2,707
<b>4</b>	Total No. of policies during current year	204,602
<b>5</b>	Total No. of claims during current year	3,159
<b>6</b>	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	122
<b>7</b>	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	199

<b>8</b>	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	86	-	86
b)	7-15 Days	11	-	11
c)	15 - 30 Days	6	-	6
d)	30 - 90 Days	12	-	12
e)	90 Days & above	111	-	111
	<b>Total Number of complaints</b>	<b>226</b>	<b>-</b>	<b>226</b>