

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 Apr 2013)	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at the end of the quarter (30 June 2013)	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	27	25	5	6	3	38	25
b)	Policy Servicing	114	334	342	33	11	62	334
c)	Proposal Processing	10	203	163	37	7	6	203
d)	Survival Claims	5	713	645	42	9	22	713
e)	ULIP Related	11	86	70	7	6	14	86
f)	Unfair Buisness Practices	55	591	402	71	99	74	591
g)	Others	4	127	100	11	9	11	127
	Total Number of complaints	226	2,079	1,727	207	144	227	2,079

2	Total No. of policies during previous year	34,214
3	Total No. of claims during previous year (Intimated)	716
4	Total No. of policies during current year	33,238
5	Total No. of claims during previous year (Intimated)	819
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	100
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	305

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	73	-	73
b)	7-15 Days	8	-	8
c)	15 - 30 Days	12	-	12
d)	30 - 90 Days	17	-	17
e)	90 Days & above	117	-	117
	Total Number of complaints	227	-	227