

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 July 2013)	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at the end of the quarter (30 September 2013)	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	38	22	10	2	5	43	47
b)	Policy Servicing	62	225	176	32	38	41	559
c)	Proposal Processing	6	128	73	40	5	16	331
d)	Survival Claims	22	207	170	34	7	18	920
e)	ULIP Related	14	58	25	7	10	30	144
f)	Unfair Buisness Practices	74	546	280	163	79	98	1,137
g)	Others	11	117	73	29	14	12	244
	Total Number of complaints	227	1,303	807	307	158	258	3,382

2	Total No. of policies during previous year	83,168
3	Total No. of claims during previous year (Intimated)	1,503
4	Total No. of policies during current year	85,518
5	Total No. of claims during Current year (Intimated)	1,595
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	65
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	295

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	118	-	118
b)	7-15 Days	4	-	4
c)	15 - 30 Days	21	-	21
d)	30 - 90 Days	16	-	16
e)	90 Days & above	99	-	99
	Total Number of complaints	258	-	258