

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 Oct 2013) *	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at the end of the quarter (31 December 2013)	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	1	8	4	2	3	-	31
b)	Policy Servicing	23	223	162	51	11	22	782
c)	Proposal Processing	14	176	119	48	8	15	505
d)	Survival Claims	14	226	181	28	8	23	1,142
e)	ULIP Related	1	33	15	6	9	4	155
f)	Unfair Buisness Practices	58	614	275	171	152	74	1,729
g)	Others	10	105	58	29	17	11	348
	Total Number of complaints	121	1,385	814	335	208	149	4,692

2	Total No. of policies during previous year	128,300
3	Total No. of claims during previous year (Intimated)	2,277
4	Total No. of policies during current year	131,304
5	Total No. of claims during Current year (Intimated)	2,572
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	60
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	121

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	134	-	134
b)	7-15 Days	15	-	15
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	149	-	149

* excludes litigation cases of 137 nos. shown in the previous quarter's closing balance