

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer:-	Royal Sundaram	Date:-	30-Sep-11
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GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related		12	5	3	3	1
b)	Policy Administration Related	198	3526	3637	21	27	39
c)	Insurance Policy Coverage related		8	6	1	1	0
d)	Claims related	2	472	183	138	147	6
e)	Others		353	328	8	11	6
d)	Total Number	200	4371	4159	171	189	52

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	47	4	51
b)	Greater than 15 days	1	0	1
	Total Number	48	4	52

^^ Pending as on 30-Sep-11