

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer:-	Royal Sundaram	Date:-	31-Mar-12
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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		22	13	4	4	1
b)	Policy Administration Related	198	4571	4660	43	38	28
c)	Insurance Policy Coverage related		11	9	1	1	0
d)	Claims related	2	704	216	276	205	9
e)	Others		572	534	19	16	3
d)	Total Number	200	5880	5432	343	264	41

	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	41	0	41
b)	Greater than 15 days	0	0	0
	Total Number	41	0	41

^^ Pending as on 31-Mar-12