

## PERIODIC DISCLOSURES

### FORM NL-41 GRIEVANCE DISPOSAL

<b>Insurer:-</b>	Royal Sundaram	<b>Date:-</b>	30-Jun-12
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#### GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	1	1	1	0	1	0
b)	Policy Administration Related	28	383	379	14	7	11
c)	Insurance Policy Coverage related	0	0	0	0	0	0
d)	Claims related	9	132	9	84	39	9
e)	Others	3	57	46	5	3	6
d)	<b>Total Number</b>	<b>41</b>	<b>573</b>	<b>435</b>	<b>103</b>	<b>50</b>	<b>26</b>

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	26	0	26
b)	Greater than 15 days	0	0	0
	<b>Total Number</b>	<b>26</b>	<b>0</b>	<b>26</b>

^^ Pending as on 30-Jun-12