

## PERIODIC DISCLOSURES

### FORM NL-41 GREIVANCE DISPOSAL

Insurer:-	Royal Sundaram	Date:-	31-Mar-07
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(Rs in Lakhs)

#### 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						0
	b) Policy Administration Related	936	20950	20314			1572
	c) Insurance Policy Coverage related						
	d) Claims related	30	753				20
	e) Others						
	d) <b>Total Number</b>	<b>966</b>	<b>21703</b>	<b>20314</b>			<b>1592</b>

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	808		808
	b) Greater than 15 days	784		784
	<b>Total Number</b>	<b>1592</b>	<b>0</b>	<b>1592</b>

\* Opening balance should tally with the closing balance of the previous financial year.

^^ Pending as on 31-Mar-07