

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer:-	Royal Sundaram	Date:-	31-Mar-10
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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						
	b) Policy Administration Related	1150	39243	38868	1	3	1521
	c) Insurance Policy Coverage related						
	d) Claims related	60	1191	827	8	367	49
	e) Others						
	d) Total Number	1210	40434	39695	9	370	1570

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	703	74	777
	b) Greater than 15 days	750	43	793
	Total Number	1453	117	1570

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

^^ Pending as on 31-Mar-10