

## PERIODIC DISCLOSURES

### FORM GRIEVANCE DISPOSAL

<b>Insurer:-</b>	Royal Sundaram	<b>Date:-</b>	30-Jun-10
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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	1521	9703	10826			398
c)	Insurance Policy Coverage related						
d)	Claims related	49	426				
e)	Others						
d)	<b>Total Number</b>	<b>1570</b>	<b>10129</b>	<b>10826</b>			

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	33	4	37
b)	Greater than 15 days	344	17	361
	<b>Total Number</b>	<b>377</b>	<b>21</b>	<b>398</b>

\* Opening balance should tally with the closing balance of the previous Quarter

^^ Pending as on 30-Jun-10