

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer:-	Royal Sundaram	Date:-	31-Dec-11
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GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales Related	1	0	1	0	0	0
	b) Policy Administration Related	39	608	601	9	6	31
	c) Insurance Policy Coverage related	0	0	0	0	0	0
	d) Claims related	6	102	13	62	25	8
	e) Others	6	84	75	6	2	7
	d) Total Number	52	794	690	77	33	46

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	46	0	46
	b) Greater than 15 days	0	0	0
	Total Number	46	0	46

^^ Pending as on 31-Dec-11