

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer:-	Royal Sundaram	Date:-	31-Mar-09
-----------	----------------	--------	-----------

(Rs in Lakhs)

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						0
	b) Policy Administration Related	490	30291	29626			1155
	c) Insurance Policy Coverage related						
	d) Claims related	16	910				55
	e) Others						
	d) Total Number	506	31201	29626			1210

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	498	24	522
	b) Greater than 15 days	683	5	688
	Total Number	1181	29	1210

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

^^ Pending as on 31-Mar-09