

## PERIODIC DISCLOSURES

### FORM NL-41 GREIVANCE DISPOSAL

<b>Insurer:-</b>	<b>Royal Sundaram</b>	<b>Date:-</b>	<b>31-Dec-10</b>
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(Rs in Lakhs)

#### GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	<b>Complaints made by customers</b>						
	a) Sales Related						0
	b) Policy Administration Related	304	5030	5038			296
	c) Insurance Policy Coverage related						
	d) Claims related	45	780				98
	e) Others						
	<b>d) Total Number</b>	<b>349</b>	<b>5810</b>	<b>5038</b>			<b>394</b>

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	307	18	325
	b) Greater than 15 days	59	10	69
	<b>Total Number</b>	<b>366</b>	<b>28</b>	<b>394</b>

^^ Pending as on 31-Dec-10