

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer:-	Royal Sundaram	Date:-	30-Jun-11
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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		6	5			1
	b) Policy Administration Related	198	2614	2697	5	11	99
	c) Insurance Policy Coverage related		3	2	1		0
	d) Claims related	2	352	172	61	99	22
	e) Others		234	213	7	7	7
	d) Total Number	200	3209	3089	74	117	129

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	111	5	116
	b) Greater than 15 days	13	0	13
	Total Number	124	5	129

^^ Pending as on 30-Jun-11