

**FORM L-41 - GREIVANCE DISPOSAL**Name of the Insurer: **SBI LIFE INSURANCE CO. LTD.**Date: **June 30, 2012****GRIEVANCE DISPOSAL**

S. No.	Particulars	Opening Balance	Additions **	Fully Accepted	Partially Accepted	Rejected	Complaints Pending
<b>1</b>	<b>Complaints made by customers</b>	<b>38</b>	<b>5,440</b>	<b>2,088</b>	<b>259</b>	<b>2,915</b>	<b>216</b>
	a) Sales Related	21	2,541	435	165	1,904	58
	b) New Busines Related	7	1,903	1,309	22	468	111
	c) Policy Servicing related	5	318	98	26	182	17
	d) Claim Servicing related	3	222	58	18	142	7
	e) Others	2	456	188	28	219	23
	<b>Total Number</b>	<b>38</b>	<b>5,440</b>	<b>2,088</b>	<b>259</b>	<b>2,915</b>	<b>216</b>

S. No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
<b>2</b>	<b>Duration wise Pending Status</b>			
	a) Less than 15 days	216	-	216
	b) Greater than 15 days	-	-	-
	<b>Total Number</b>	<b>216</b>	<b>-</b>	<b>216</b>

\*\* Additions includes all the complaints received during the period April 2012 to June 2012