

**FORM L-41 - GRIEVANCE DISPOSAL**Name of the Insurer: **SBI LIFE INSURANCE CO. LTD.**Date: **June 30, 2011****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>423</b>      | <b>4371</b> | <b>2082</b>    | <b>206</b>         | <b>1799</b> | <b>707</b>         |
|          | a) Sales Related                    | 396             | 1258        | 259            | 96                 | 857         | 442                |
|          | b) New Busines Related              | 12              | 2457        | 1570           | 59                 | 674         | 166                |
|          | c) Policy Servicing related         | 8               | 454         | 184            | 28                 | 177         | 73                 |
|          | d) Claim Servicing related          | 3               | 84          | 39             | 11                 | 27          | 10                 |
|          | e) Others                           | 4               | 118         | 30             | 12                 | 64          | 16                 |
|          | <b>Total Number</b>                 | <b>423</b>      | <b>4371</b> | <b>2082</b>    | <b>206</b>         | <b>1799</b> | <b>707</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                | 244                          | 5                                 | 249        |
|          | b) Greater than 15 days             | 457                          | 1                                 | 458        |
|          | <b>Total Number</b>                 | <b>701</b>                   | <b>6</b>                          | <b>707</b> |