

FORM L-41 - GREIVANCE DISPOSALName of the Insurer: **SBI LIFE INSURANCE CO. LTD.**Date: **December 31, 2011****GRIEVANCE DISPOSAL**

| S. No. | Particulars | Opening Balance | Additions ** | Fully Accepted | Partially Accepted | Rejected | Complaints Pending |
|----------|-------------------------------------|-----------------|--------------|----------------|--------------------|-------------|--------------------|
| 1 | Complaints made by customers | 417 | 4431 | 2113 | 310 | 2054 | 371 |
| | a) Sales Related | 250 | 1587 | 338 | 195 | 1086 | 218 |
| | b) New Busines Related | 117 | 2223 | 1594 | 41 | 603 | 102 |
| | c) Policy Servicing related | 36 | 391 | 137 | 44 | 214 | 32 |
| | d) Claim Servicing related | 4 | 78 | 16 | 10 | 49 | 7 |
| | e) Others | 10 | 152 | 28 | 20 | 102 | 12 |
| | Total Number | 417 | 4431 | 2113 | 310 | 2054 | 371 |

| S. No. | Particulars | Complaints made by customers | Complaints made by intermediaries | Total |
|----------|-------------------------------------|------------------------------|-----------------------------------|------------|
| 2 | Duration wise Pending Status | | | |
| | a) Less than 15 days | 186 | 6 | 192 |
| | b) Greater than 15 days | 179 | 0 | 179 |
| | Total Number | 365 | 6 | 371 |

** Additions includes all the complaints received during the period April 2011 to December 2011