

FORM L-41 - GREIVANCE DISPOSALName of the Insurer: **SBI LIFE INSURANCE CO. LTD.**Date: 30th June, 2010.**GRIEVANCE DISPOSAL**

S. No.	Particulars	Opening Balance	Additions **	Fully Accepted	Partially Accepted	Rejected	Complaints Pending
1	Complaints made by customers	154	4956	2880	294	1641	295
	a) Sales Related	74	488	161	18	284	99
	b) New Busines Related	23	3984	2471	252	1157	127
	c) Policy Servcing related	35	351	185	16	136	49
	d) Claim Servicing related	1	18	7	0	11	1
	e) Others	21	115	56	8	53	19
	Total Number	154	4956	2880	294	1641	295

S. No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
2	Duration wise Pending Status			
	a) Less than 15 days	172	0	172
	b) Greater than 15 days	122	1	123
	Total Number	294	1	295

** Additions includes all the complaints received during the period April 2010 to June 2010

Till March'10, data was not maintained for the categories as stated. Hence, we have considered all the complaints for that period under "Fully accepted"

Currnety, w.e.f April'10 we have maintained all the complaints data in the prescribed format by the IRDA