

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

S. No.	Particulars	Opening Balance	Additions **	Fully Accepted	Partially Accepted	Rejected	Complaints Pending
1	Complaints made by customers	154	8852	4983	445	3248	330
	a) Sales Related	74	1126	307	71	727	95
	b) New Busines Related	23	6718	4196	315	2073	157
	c) Policy Servicing related	35	708	352	39	301	51
	d) Claim Servicing related	1	63	23	3	32	6
	e) Others	21	237	105	17	115	21
	Total Number	154	8852	4983	445	3248	330

S. No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
2	Duration wise Pending Status			
	a) Less than 15 days	255	0	255
	b) Greater than 15 days	72	3	75
	Total Number	327	3	330

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

