

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

S. No.	Particulars	Opening Balance	Additions	Fully Accepted	Partially Accepted	Rejected	Complaints Pending
1	Complaints made by customers	154	16864	9083	811	6701	423
	a) Sales Related	74	3579	818	236	2203	396
	b) New Busines Related	23	11104	7191	450	3474	12
	c) Policy Servicing related	35	1524	785	83	683	8
	d) Claim Servicing related	1	211	98	13	98	3
	e) Others	21	446	191	29	243	4
	Total Number	154	16864	9083	811	6701	423

S. No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
2	Duration wise Pending Status			
	a) Less than 15 days	107	0	107
	b) Greater than 15 days	315	1	316
	Total Number	422	1	423