

FORM L-41 - GREIVANCE DISPOSALName of the Insurer: **SBI LIFE INSURANCE CO. LTD.**Date: **31st March, 2010.****GRIEVANCE DISPOSAL**

S No.	Particulars	Opening Balance	Additions **	Complaints Resolved/ settled ##	Complaints Pending
1	Complaints made by customers	133	14776	14755	154
	a) Sales Related	53	1570	1549	74
	b) New Busines Related	30	11498	11505	23
	c) Policy Servcing related	27	1228	1220	35
	d) Claim Servicing related	2	98	99	1
	e) Others	21	382	382	21
	Total Number	133	14776	14755	154

S No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
2	Duration wise Pending Status			
	a) Less than 15 days	78	1	79
	b) Greater than 15 days	75	0	75
	Total Number	153	1	154

** Additions includes all the complaints received during the period April 2009 to Mar 2010

Till date the data was not maintained for the categories as stated and the same would be provided for financial year 2010-2011

Currently we have considered all the complaints under resolved & settled