

FORM L-41 - GREIVANCE DISPOSALName of the Insurer: **SBI LIFE INSURANCE CO. LTD.**Date: **31st March, 2009.****GRIEVANCE DISPOSAL**

S No.	Particulars	Opening Balance *	Additions **	Complaints Resolved/ settled ##	Complaints Pending
1	Complaints made by customers	12	6075	5954	133
	a) Sales Related	4	752	703	53
	b) New Busines Related	3	4028	4001	30
	c) Policy Servcing related	1	818	792	27
	d) Claim Servicing related	2	51	51	2
	e) Others	2	426	407	21
	Total Number	12	6075	5954	133

S No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
2	Duration wise Pending Status			
	a) Less than 15 days	66	5	71
	b) Greater than 15 days	62	0	62
	Total Number	128	5	133

* Opening balance should tally with the closing balance of the previous financial year.

** Additions includes all the complaints received during the period 2008-2009

Till date the data was not maintained for the categories as stated. We ensure to maintain the same in financial year 2010-2011

Currently we have considered all the complaints under resolved & settled