

**FORM L-41- GREIVANCE DISPOSAL**Name of the Insurer: **SBI LIFE INSURANCE CO. LTD.**Date: **31st March, 2008.****GRIEVANCE DISPOSAL**

S No.	Particulars	Opening Balance *	Additions **	Complaints Resolved/ settled ##	Complaints Pending
<b>1</b>	<b>Complaints made by customers</b>	<b>43</b>	<b>972</b>	<b>1003</b>	<b>12</b>
	a) Sales Related	12	261	269	4
	b) New Busines Related	16	300	313	3
	c) Policy Servcing related	3	124	126	1
	d) Claim Servicing related	2	48	48	2
	e) Others	10	239	247	2
	<b>Total Number</b>	<b>43</b>	<b>972</b>	<b>1003</b>	<b>12</b>

S No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
<b>2</b>	<b>Duration wise Pending Status</b>			
	a) Less than 15 days	1	2	3
	b) Greater than 15 days	1	8	9
	<b>Total Number</b>	<b>2</b>	<b>10</b>	<b>12</b>

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

\*\* Additions includes all the complaints received during the period 2007-2008

## 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 &amp; settled