

FORM L-41 - GREIVANCE DISPOSALName of the Insurer: **SBI LIFE INSURANCE CO. LTD.**Date: **31st March, 2007****GRIEVANCE DISPOSAL**

S No.	Particulars	Opening Balance *	Additions **	Complaints Resolved/ settled ##	Complaints Pending
1	Complaints made by customers	9	1508	1474	43
	a) Sales Related	2	251	241	12
	b) New Busines Related	2	874	860	16
	c) Policy Servcing related	2	236	235	3
	d) Claim Servicing related	1	60	59	2
	e) Others	2	87	79	10
	Total Number	9	1508	1474	43

S No.	Particulars	Complaints made by customers	Complaints made by intermediaries	Total
2	Duration wise Pending Status			
	a) Less than 15 days	7	16	23
	b) Greater than 15 days	12	8	20
	Total Number	19	24	43

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

** Additions includes all the complaints received during the period 2006-2007

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