

FORM L-41 GREIVANCE DISPOSAL

Insurer: Canara HSBC Oriental Bank of Commerce Life Insurance Co. Ltd.

Date: December 31, 2010

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	16	410	284	19	99	24
b)	New Busines Related	14	872	684	11	146	45
c)	Policy Servcing related	0	166	132	12	18	4
d)	Claim Servicing related	0	3	1	0	2	0
e)	Others	0	79	59	5	4	11
	Total Number	30	1530	1160	47	269	84

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	80	0	80
b)	Greater than 15 days	4	0	4
	Total Number	84	0	84

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