

FORM L-41 GREIVANCE DISPOSAL

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

Date: September 30, 2010

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	24	626	439	5	114	92
	a) Sales Related	21	193	146	3	46	19
	b) New Busines Related	1	331	212	2	60	58
	c) Policy Servcing related	1	64	51		5	9
	d) Claim Servicing related	1	2	0	0	2	1
	e) Others	0	36	30		1	5
	Total Number	24	626	439	5	114	92

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	92	0	92
	b) Greater than 15 days	0	0	0
	Total Number	92	0	92

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