

**FORM L-41 GREIVANCE DISPOSAL**

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

**Date: December 31, 2011**

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	30	1009	533	54	408	44
b)	New Busines Related	54	2124	1709	24	382	63
c)	Policy Servcing related	27	648	455	52	155	13
d)	Claim Servicing related	0	17	6	0	11	0
e)	Others	5	63	31	0	33	4
	<b>Total Number</b>	<b>116</b>	<b>3861</b>	<b>2734</b>	<b>130</b>	<b>989</b>	<b>124</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	124	0	124
b)	Greater than 15 days	0	0	0
	<b>Total Number</b>	<b>124</b>	<b>0</b>	<b>124</b>

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