

FORM L-41 GREIVANCE DISPOSAL

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

Date: June 30, 2011

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	116	1340	974	35	326	121
	a) Sales Related	30	299	151	16	109	53
	b) New Busines Related	54	800	622	8	171	53
	c) Policy Servcing related	27	231	192	11	43	12
	d) Claim Servicing related	0	5	1	0	2	2
	e) Others	5	5	8	0	1	1
	Total Number	116	1340	974	35	326	121

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	120	0	120
	b) Greater than 15 days	1	0	1
	Total Number	121	0	121

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