

**FORM L-41 GREIVANCE DISPOSAL**

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

Date: September 30, 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	636	314	34	270	48
b)	New Busines Related	54	1521	1215	19	293	48
c)	Policy Servicing related	27	442	319	31	95	24
d)	Claim Servicing related	0	13	5	0	8	0
e)	Others	5	35	13	0	19	8
	<b>Total Number</b>	<b>116</b>	<b>2647</b>	<b>1866</b>	<b>84</b>	<b>685</b>	<b>128</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	128	0	128
b)	Greater than 15 days	0	0	0
	<b>Total Number</b>	<b>128</b>	<b>0</b>	<b>128</b>

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