

FORM L-41 GREIVANCE DISPOSAL

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

Date: March 31, 2009

GRIEVANCE DISPOSAL

(Rs in Lakhs)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending	Customers Retained
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers	0	129	23	19	12	7	68
	a) Sales Related	0	108	16	14	7	5	66
	b) New Busines Related	0	13	5	4	1	2	1
	c) Policy Servcing related	0	1	1	0	0	0	0
	d) Claim Servicing related	0	1	0	0	1	0	0
	e) Others	0	6	1	1	3	0	1
	Total Number	0	129	23	19	12	7	68

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	5	0	5
	b) Greater than 15 days	2	0	2
	Total Number	7	0	7

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