

FORM L-41 GREIVANCE DISPOSAL

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

Date: June 30, 2010

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending	Customers Retained
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers	30	122	71	5	21	24	31
	a) Sales Related	16	76	17	5	19	21	30
	b) New Busines Related	14	40	50	0	2	1	1
	c) Policy Servcing related	0	5	4	0	0	1	0
	d) Claim Servicing related	0	1	0	0	0	1	0
	e) Others	0	0	0	0	0	0	0
	Total Number	30	122	71	5	21	24	31

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	14	0	14
	b) Greater than 15 days	10	0	10
	Total Number	24	0	24

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