

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer:-	Royal Sundaram	Date:-	31-Mar-08
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(Rs in Lakhs)

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related						0
b)	Policy Administration Related	1572	25060	26142			490
c)	Insurance Policy Coverage related						
d)	Claims related	20	712				16
e)	Others						
d)	Total Number	1592	25772	26142			506

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	304		304
b)	Greater than 15 days	202		202
	Total Number	506	0	506

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

^^ Pending as on 31-Mar-08