

## PERIODIC DISCLOSURES

### FORM NL-41 GREIVANCE DISPOSAL

<b>Insurer:-</b>	<b>Royal Sundaram</b>	<b>Date:-</b>	<b>30-Sep-10</b>
------------------	-----------------------	---------------	------------------

(Rs in Lakhs)

#### GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	<b>Complaints made by customers</b>						
	a) Sales Related						0
	b) Policy Administration Related	1521	17001	18218			304
	c) Insurance Policy Coverage related						
	d) Claims related	49	1009				45
	e) Others						
	<b>d) Total Number</b>	<b>1570</b>	<b>18010</b>	<b>18218</b>			<b>349</b>

2	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	319	12	331
	b) Greater than 15 days	18	0	18
	<b>Total Number</b>	<b>337</b>	<b>12</b>	<b>349</b>

^^ Pending as on 30-Sep-10