

## PERIODIC DISCLOSURES

### FORM NL-41 GRIEVANCE DISPOSAL

<b>Insurer:-</b>	<b>Royal Sundaram</b>	<b>Date:-</b>	<b>31-Mar-11</b>
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#### GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
	a) Sales Related						0
	b) Policy Administration Related	1521	27295	28618	0	0	198
	c) Insurance Policy Coverage related						
	d) Claims related	49	2323	1765	35	570	2
	e) Others						
	<b>d) Total Number</b>	<b>1570</b>	<b>29618</b>	<b>30383</b>	<b>35</b>	<b>570</b>	<b>200</b>

	Duration wise Pending Status ^^	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	181	8	189
	b) Greater than 15 days	11	0	11
	<b>Total Number</b>	<b>192</b>	<b>8</b>	<b>200</b>

^^ Pending as on 31-Mar-11