

Insurer: **SHRIRAM LIFE INSURANCE CO. LTD.** Date: **31.03.2013**

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance * As on begging of the quarter	Additions during the quarter	Complaints Resolved/ settled during the quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers	0	59	28	0	31	0	228
a)	Death Claims	0	1	1	0	0	0	7
b)	Policy Servicing	0	2	1	0	1	0	18
c)	Proposal Processing	0	3	3	0	0	0	9
d)	Survival claims	0	1	1	0	0	0	7
e)	ULIP Related	0	3	3	0	0	0	10
f)	Unfair Business Practices	0	43	14	0	29	0	155
g)	Others	0	6	5	0	1	0	22
	Total Number of complaints	0	59	28	0	31	0	228

2	Total No. of policies during previous year	131266
3	Total No. of claims during previous year	7931
4	Total No. of policies during current year	153961
5	Total No. of claims during current year	11042
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	13.90
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	12.68

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	0	0	0
b)	7 - 15 days	0	0	0
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	Total Number	0	0	0

CASSIE KROMHOUT
CHIEF OPERATING OFFICER

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