

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: **SHRIRAM LIFE INSURANCE CO. LTD.** Date: **30.09.2013**

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	60	14	0	46	0	145
a)	Death Claims	0	0	0	0	0	0	1
b)	Policy Servicing	0	4	4	0	0	0	5
c)	Proposal Processing	0	4	2	0	2	0	6
d)	Survival claims	0	1	1	0	0	0	6
e)	ULIP Related	0	1	1	0	0	0	4
f)	Unfair Business Practices	0	41	5	0	36	0	103
g)	Others	0	9	1	0	8	0	20
	Total Number of complaints	0	60	14	0	46	0	145

2	Total No. of policies during previous year	153961
3	Total No. of claims during previous year	5051
4	Total No. of policies during current year	62483
5	Total No. of claims during current year	1164
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	13.60
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	8.59

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.