

PERIODIC DISCLOSURES			
FORM L-41	GREIVANCE DISPOSAL		
Insurer:	SHRIRAM LIFE INSURANCE CO. LTD.	Date:	31.12.2013

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	56	10	0	46	0	201
a)	Death Claims	0	7	0	0	7	0	8
b)	Policy Servicing	0	5	1	0	4	0	10
c)	Proposal Processing	0	3	3	0	0	0	9
d)	Survival claims	0	6	1	0	5	0	12
e)	ULIP Related	0	1	0	0	1	0	5
f)	Unfair Business Practices	0	25	4	0	21	0	128
g)	Others	0	9	1	0	8	0	29
	Total Number of complaints	0	56	10	0	46	0	201

2	Total No. of policies during previous year	93558
3	Total No. of claims during previous year	3775
4	Total No. of policies during current year	98112
5	Total No. of claims during current year	4827
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	8.66
7	Total No. of claim complaints( current year) per 10,000 claims registered (current year)	2.07

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 & beyond	0	0	0
	Total Number	0	0	0

CASSIE KROMHOUT  
CHIEF OPERATING OFFICER