

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.03.2014

GRIEVANCE DISPOSAL

Sl 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	71	14	0	57	0	0
a)	Death Claims	0	3	0	0	3	0	8
b)	Policy Servicing	0	5	2	0	3	0	15
c)	Proposal Processing	0	6	1	0	5	0	22
d)	Survival claims	0	1	0	0	1	0	7
e)	ULIP Related	0	2	0	0	2	0	9
f)	Unfair Business Practices	0	45	11	0	34	0	183
g)	Others	0	9	1	0	8	0	39
	Total Number of complaints	0	71	15	0	56	0	283

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	137699
5	Total No. of claims during current year	6861
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	6.17
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	1.46

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.