

Insurer:

SHRIRAM LIFE INSURANCE CO. LTD.

Date:

30.06.2014

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance * As on begining 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	0	0	0	0	0	0
a)	Death Claims	0	4	1	0	3	0	4
b)	Policy Servicing	0	1	1	0	0	0	1
c)	Proposal Processing	0	0	0	0	0	0	0
d)	Survival claims	0	5	1	0	4	0	5
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	0	39	10	0	29	0	39
g)	Others	0	3	1	0	2	0	3
	Total Number of complaints	0	52	14	0	38	0	52

2	Total No. of policies during previous year	137699
3	Total No. of claims during previous year	6861
4	Total No. of policies during current year	24478
5	Total No. of claims during current year	2058
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	21.24
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	4.86

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

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

CASSIE KROMHOUT
CHIEF OPERATING OFFICER