

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.12.2015

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							
a)	Death Claims	10	7	2	0	5	0	17
b)	Policy Servicing	5	6	1	0	5	0	11
c)	Proposal Processing	3	7	0	0	7	0	10
d)	Survival claims	8	6	0	0	6	0	14
e)	ULIP Related	1	0	0	0	0	0	1
f)	Unfair Business Practices	70	27	4	0	21	2	97
g)	Others	9	14	4	0	9	1	23
	Total Number of complaints	106	67	11	0	53	3	173

2	Total No. of policies during previous year	191008
3	Total No. of claims during previous year	8123
4	Total No. of policies during current year	185690
5	Total No. of claims during current year	9882
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	4.58
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	1.01

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.