

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.03.2016

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	17	13	0	0	13	0	30
b)	Policy Servicing	11	5	0	0	5	0	16
c)	Proposal Processing	10	5	0	0	5	0	15
d)	Survival claims	14	9	2	0	7	0	23
e)	ULIP Related	1	2	1	0	1	0	3
f)	Unfair Business Practices	97	48	13	0	33	2	145
g)	Others	23	18	2	0	16	0	41
	Total Number of complaints	173	100	18	0	80	2	273

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	266976
5	Total No. of claims during current year	16879
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	3.18
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	0.59

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.