

FORM L-41	GRIEVANCE DISPOSAL	PERIODIC DISCLOSURES
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Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 30.09.2016

**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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Death Claims	0	7	1	0	6	0	7
b)	Policy Servicing	0	1	1	0	0	0	1
c)	Proposal Processing	0	3	0	0	3	0	3
d)	Survival claims	0	3	1	0	2	0	3
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	9	41	15	0	32	3	50
g)	Others	3	11	0	0	13	1	14
	<b>Total Number of complaints</b>	<b>12</b>	<b>66</b>	<b>18</b>	<b>0</b>	<b>56</b>	<b>4</b>	<b>78</b>

<b>2</b>	Total No. of policies during previous year	<b>266976</b>
<b>3</b>	Total No. of claims during previous year	<b>16879</b>
<b>4</b>	Total No. of policies during current year	<b>91927</b>
<b>5</b>	Total No. of claims during current year	<b>13544</b>
<b>6</b>	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	<b>9.25</b>
<b>7</b>	Total No. of claim complaints( current year) per 10,000 claims registered (current year)	<b>0.74</b>

<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by interme-diaries</b>	<b>Total</b>
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
	<b>Total Number</b>	<b>0</b>	<b>0</b>	<b>0</b>

CASSIE KROMHOUT  
CHIEF OPERATING OFFICER

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