

FORM L-41	GRIEVANCE DISPOSAL	PERIODIC DISCLOSURES
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Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.12.2016

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	0	10	0	0	9	1	10
b)	Policy Servicing	0	2	1	0	1	0	2
c)	Proposal Processing	0	6	0	0	6	0	6
d)	Survival claims	0	19	1	0	18	0	19
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	5	72	21	0	38	13	77
g)	Others	1	11	1	0	8	2	12
	Total Number of complaints	6	120	24	0	80	16	126

2	Total No. of policies during previous year	266976
3	Total No. of claims during previous year	16879
4	Total No. of policies during current year	134461
5	Total No. of claims during current year	25353
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	6.32
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	0.39

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.