

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.03.2017

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	1	9	0	0	9	0	10
b)	Policy Servicing	0	1	0	0	1	0	1
c)	Proposal Processing	0	7	2	0	5	0	7
d)	Survival claims	0	5	0	0	5	0	5
e)	ULIP Related	0	1	0	0	1	0	1
f)	Unfair Business Practices	13	78	33	0	42	3	91
g)	Others	2	6	2	0	4	0	8
	Total Number of complaints	16	107	37	0	67	3	123

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	200691
5	Total No. of claims during current year	36456
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	4.24
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	0.27

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.