

| FORM L-41 | | PERIODIC DISCLOSURES |
|--------------------|--|----------------------|
| GRIEVANCE DISPOSAL | | |

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 30.09.2017

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 | 2 | 8 | 2 | 0 | 6 | 0 | 15 |
| b) | Policy Servicing | 2 | 5 | 0 | 0 | 5 | 0 | 10 |
| c) | Proposal Processing | 0 | 7 | 0 | 0 | 7 | 0 | 8 |
| d) | Survival claims | 1 | 3 | 1 | 0 | 2 | 0 | 8 |
| e) | ULIP Related | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| f) | Unfair Business Practices | 5 | 78 | 20 | 0 | 57 | 1 | 130 |
| g) | Others | 2 | 9 | 3 | 0 | 6 | 0 | 21 |
| | Total Number of complaints | 12 | 110 | 26 | 0 | 83 | 1 | 192 |

| | | |
|----------|--|---------------|
| 2 | Total No. of policies during previous year | 200691 |
| 3 | Total No. of claims during previous year | 36456 |
| 4 | Total No. of policies during current year | 95263 |
| 5 | Total No. of claims during current year | 15735 |
| 6 | Total No. of policy complaints (Current Year) per 10,000 policies (Current year) | 8.92 |
| 7 | Total No. of claim complaints(current year) per 10,000 claims registered (current year) | 0.64 |

| 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.