

FORM L-41	PERIODIC DISCLOSURES
GRIEVANCE DISPOSAL	

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.12.2017

**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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Death Claims	0	2	0	0	2	0	17
b)	Policy Servicing	0	1	0	0	1	0	11
c)	Proposal Processing	0	5	0	0	3	2	13
d)	Survival claims	0	3	0	0	3	0	11
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	1	65	12	0	41	13	195
g)	Others	0	6	1	0	5	0	27
	<b>Total Number of complaints</b>	<b>1</b>	<b>82</b>	<b>13</b>	<b>0</b>	<b>55</b>	<b>15</b>	<b>274</b>

<b>2</b>	Total No. of policies during previous year	<b>200691</b>
<b>3</b>	Total No. of claims during previous year	<b>36456</b>
<b>4</b>	Total No. of policies during current year	<b>158841</b>
<b>5</b>	Total No. of claims during current year	<b>24438</b>
<b>6</b>	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	<b>17.25</b>
<b>7</b>	Total No. of claim complaints( current year) per 10,000 claims registered (current year)	<b>6.96</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	10	0	10
b)	7 - 15 days	5	0	5
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>15</b>	<b>0</b>	<b>15</b>

CASSIE KROMHOUT  
CHIEF OPERATING OFFICER

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