

FORM L-41	PERIODIC DISCLOSURES
GRIEVANCE DISPOSAL	

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.03.2018

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	5	0	0	5	0	22
b)	Policy Servicing	0	3	0	0	3	0	14
c)	Proposal Processing	2	8	2	0	8	0	21
d)	Survival claims	0	5	0	0	5	0	16
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	13	84	34	0	59	4	279
g)	Others	0	13	3	0	10	0	40
	Total Number of complaints	15	118	39	0	90	4	392

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	247183
5	Total No. of claims during current year	34632
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	15.86
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	6.35

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	2	0	2
b)	7 - 15 days	2	0	2
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	Total Number	4	0	4

CASSIE KROMHOUT
CHIEF OPERATING OFFICER

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