

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.12.2018

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	4	1	0	3	0	21
b)	Policy Servicing	0	2	0	0	2	0	8
c)	Proposal Processing	0	2	1	0	1	0	11
d)	Survival claims	1	3	1	0	2	1	10
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	23	95	31	0	78	9	375
g)	Others	1	4	0	0	5	0	46
	Total Number of complaints	25	110	34	0	91	10	471

2	Total No. of policies during previous year	247183
3	Total No. of claims during previous year	34632
4	Total No. of policies during current year	187642
5	Total No. of claims during current year	24251
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	25.10
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	8.66

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	4	0	4
b)	7 - 15 days	6	0	6
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	Total Number	10	0	10

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