

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.03.2019

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	6	0	0	5	1	27
b)	Policy Servicing	0	0	0	0	0	0	8
c)	Proposal Processing	0	3	0	0	3	0	14
d)	Survival claims	1	4	3	0	2	0	14
e)	ULIP Related	0	2	0	0	2	0	2
f)	Unfair Business Practices	9	75	15	0	66	2	450
g)	Others	0	11	2	0	10	0	57
	Total Number of complaints	10	101	20	0	88	3	572

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	276483
5	Total No. of claims during current year	35082
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	20.69
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	7.70

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	1	0	1
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	Total Number	3	0	3

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