

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 30.09.2019

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	1	0	0	0	1	8
b)	Policy Servicing	0	3	0	0	3	0	3
c)	Proposal Processing	0	2	0	0	2	0	4
d)	Survival claims	0	2	0	0	1	1	4
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	14	98	54	0	53	5	169
g)	Others	3	11	4	0	8	2	22
	Total Number of complaints	17	117	58	0	67	9	210

2	Total No. of policies during previous year	276483
3	Total No. of claims during previous year	35082
4	Total No. of policies during current year	118615
5	Total No. of claims during current year	14980
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	17.70
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	5.34

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	6	0	6
b)	7 - 15 days	3	0	3
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	Total Number	9	0	9

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