

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 30.09.2020

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	1	5	1	0	5	0	6
b)	Policy Servicing	0	7	5	0	2	0	9
c)	Proposal Processing	0	4	1	0	3	0	5
d)	Survival claims	1	5	2	0	4	0	20
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	6	72	28	0	44	6	99
g)	Others	4	9	2	0	10	1	24
	Total Number of complaints	12	102	39	0	68	7	163

2	Total No. of policies during previous year	274750
3	Total No. of claims during previous year	27287
4	Total No. of policies during current year	99471
5	Total No. of claims during current year	6543
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	16.39
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	9.17

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	5	0	5
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	7	0	7

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