

FORM L-41		PERIODIC DISCLOSURES	
GRIEVANCE DISPOSAL			

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.12.2020

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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Death Claims	0	5	1	0	4	0	11
b)	Policy Servicing	0	5	5	0	0	0	14
c)	Proposal Processing	0	10	3	0	7	0	15
d)	Survival claims	0	5	1	0	4	0	25
e)	ULIP Related	0	1	1	0	0	0	1
f)	Unfair Business Practices	6	109	75	0	34	6	208
g)	Others	1	27	11	0	14	3	51
	<b>Total Number of complaints</b>	<b>7</b>	<b>162</b>	<b>97</b>	<b>0</b>	<b>63</b>	<b>9</b>	<b>325</b>

<b>2</b>	Total No. of policies during previous year	<b>274750</b>
<b>3</b>	Total No. of claims during previous year	<b>27287</b>
<b>4</b>	Total No. of policies during current year	<b>180298</b>
<b>5</b>	Total No. of claims during current year	<b>13521</b>
<b>6</b>	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	<b>18.03</b>
<b>7</b>	Total No. of claim complaints( current year) per 10,000 claims registered (current year)	<b>8.14</b>

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	7	0	7
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
	<b>Total Number</b>	<b>9</b>	<b>0</b>	<b>9</b>

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