

## FORM L-41 GREIVANCE DISPOSAL

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 2016

| SI No. | Particulars                        | Opening Balance *<br>As on beginning of<br>the quarter | Additions during the<br>quarter | Complaints Resolved/ Settled during the quarter |                     |            | Complaints<br>Pending at the end<br>of the quarter | Total Complaints<br>registered upto the<br>quarter during the<br>financial year |
|--------|------------------------------------|--------------------------------------------------------|---------------------------------|-------------------------------------------------|---------------------|------------|----------------------------------------------------|---------------------------------------------------------------------------------|
|        |                                    |                                                        |                                 | Fully Accepted                                  | Partial<br>Accepted | Rejected   |                                                    |                                                                                 |
| 1      | Complaints made by the customers   |                                                        |                                 |                                                 |                     |            |                                                    |                                                                                 |
| a)     | Death Claims                       | 1                                                      | 12                              | 3                                               |                     | 9          | 1                                                  | 27                                                                              |
| b)     | Policy Servicing                   | 1                                                      | 13                              | 9                                               |                     | 5          | 0                                                  | 60                                                                              |
| c)     | Proposal Processing                | 1                                                      | 38                              | 22                                              |                     | 17         | 0                                                  | 74                                                                              |
| d)     | Survival Claims                    | 0                                                      | 9                               | 2                                               |                     | 6          | 1                                                  | 35                                                                              |
| e)     | ULIP Related                       | 4                                                      | 4                               | 2                                               |                     | 5          | 1                                                  | 24                                                                              |
| f)     | Unfair Business Practices          | 43                                                     | 920                             | 338                                             |                     | 577        | 48                                                 | 2859                                                                            |
| g)     | Others                             | 0                                                      |                                 |                                                 |                     |            | 0                                                  |                                                                                 |
|        | <b>Total Number of complaints:</b> | <b>50</b>                                              | <b>996</b>                      | <b>376</b>                                      | <b>0</b>            | <b>619</b> | <b>51</b>                                          | <b>3079</b>                                                                     |

|   |                                                                                             |        |
|---|---------------------------------------------------------------------------------------------|--------|
| 2 | Total No. of policies during the previous year:                                             | 96755  |
| 3 | Total No. of claims during the previous year:                                               | 1,691  |
| 4 | Total No. of policies during the current year:                                              | 67,427 |
| 5 | Total No. of claims during the current year:                                                | 690    |
| 6 | Total No. of Policy complaints (current year)<br>per 10,000 policies (current year)         | 453    |
| 7 | Total No. of Claim complaints (current year)<br>per 10,000 claims registered (current year) | 391    |

| 8  | Duration wise Pending Status       | Complaints made by customers | Complaints made by intermediaries | Total     |
|----|------------------------------------|------------------------------|-----------------------------------|-----------|
| a) | Upto 7 days                        | 38                           | -                                 | 38        |
| b) | 7 - 15 days                        | 9                            | -                                 | 9         |
| c) | 15- 30 days                        | 2                            | -                                 | 2         |
| d) | 30 - 90 days                       | 1                            | -                                 | 1         |
| e) | 90 days & beyond                   | 1                            | -                                 | 1         |
|    | <b>Total Number of complaints:</b> | <b>51</b>                    | <b>-</b>                          | <b>51</b> |

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

\*Only IRDA token numbers are reported in Additions

\*Additions exclude the complaints that were identified as 'Incorrect Tagging' at the end of respective months

\*Total No. of policies during the previous year :Individual policies

\*Total No. of policies during the current year : Individual policies

