

## FORM L-41 GREIVANCE DISPOSAL

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 2017

| Sl No.   | Particulars                             | Opening Balance *<br>As on begining of the quarter | Additions during the<br>quarter | Complaints Resolved/ Settled during the |                     |            | Complaints<br>Pending at the end<br>of the quarter | Total Complaints registered<br>upto the quarter during the<br>financial year |
|----------|-----------------------------------------|----------------------------------------------------|---------------------------------|-----------------------------------------|---------------------|------------|----------------------------------------------------|------------------------------------------------------------------------------|
|          |                                         |                                                    |                                 | Fully Accepted                          | Partial<br>Accepted | Rejected   |                                                    |                                                                              |
| <b>1</b> | <b>Complaints made by the customers</b> |                                                    |                                 |                                         |                     |            |                                                    |                                                                              |
| a)       | Death Claims                            | 7                                                  | 5                               | 2                                       | 1                   | 2          | 0                                                  | 23                                                                           |
| b)       | Policy Servicing                        | 0                                                  | 24                              | 9                                       | 4                   | 7          | 4                                                  | 61                                                                           |
| c)       | Proposal Processing                     | 1                                                  | 7                               | 6                                       | 1                   | 14         | 1                                                  | 46                                                                           |
| d)       | Survival Claims                         | 1                                                  | 2                               | 2                                       | 0                   | 6          | 0                                                  | 15                                                                           |
| e)       | ULIP Related                            | 1                                                  | 12                              | 1                                       | 1                   | 2          | 9                                                  | 25                                                                           |
| f)       | Unfair Business Practices               | 38                                                 | 747                             | 185                                     | 70                  | 621        | 35                                                 | 2334                                                                         |
| g)       | Others                                  |                                                    |                                 |                                         |                     |            |                                                    | 1                                                                            |
|          | <b>Total Number of complaints:</b>      | <b>48</b>                                          | <b>797</b>                      | <b>205</b>                              | <b>77</b>           | <b>652</b> | <b>49</b>                                          | <b>2505</b>                                                                  |

|   |                                                                                             |        |  |
|---|---------------------------------------------------------------------------------------------|--------|--|
| 2 | Total No. of policies during the previous year:                                             | 111380 |  |
| 3 | Total No. of claims during the previous year:                                               | 1,003  |  |
| 4 | Total No. of policies during the current year:                                              | 67,298 |  |
| 5 | Total No. of claims during the current year:                                                | 798    |  |
| 6 | Total No. of Policy complaints (current year)<br>per 10,000 policies (current year)         | 369    |  |
| 7 | Total No. of Claim complaints (current year)<br>per 10,000 claims registered (current year) | 288    |  |

|          |                                     |                                     |                                              |              |
|----------|-------------------------------------|-------------------------------------|----------------------------------------------|--------------|
| <b>8</b> | <b>Duration wise Pending Status</b> | <b>Complaints made by customers</b> | <b>Complaints made by<br/>intermediaries</b> | <b>Total</b> |
| a)       | Upto 7 days                         | 33                                  |                                              | 33           |
| b)       | 7 - 15 days                         | 3                                   |                                              | 3            |
| c)       | 15- 30 days                         | 1                                   |                                              | 1            |
| d)       | 30 - 90 days                        | -                                   |                                              | -            |
| e)       | 90 days & beyond                    | -                                   |                                              | -            |
|          | <b>Total Number of complaints:</b>  | <b>37</b>                           | <b>-</b>                                     | <b>37</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