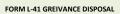
## Bharti AXA Life Insurance Company Limited





GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2018											
SI No.		Opening Balance * Additions during the Complaints Resolved/ Settled during th		d during the	<b>Complaints Pending</b>	<b>Total Complaints registered</b>					
	Particulars	As on begining of the quarter	quarter	Fully Accepted		Rejected	at the end of the	upto the quarter during the			
1	Complaints made by the customers				Accepted		quarter	financial year			
a)	Death Claims	0	3	1	0	2	0	3			
b)	Policy Servicing	0	16	9	3	4	0	16			
c)	Proposal Processing	0	12	10	0	2	0	12			
d)	Survival Claims	0	8	3	1	3	1	8			
e)	ULIP Related	0	2	2	0	0	0	2			
f)	Unfair Business Practices	0	1055	235	73	734	13	1055			
g)	Others	0	0	0	0	0	0	0			
	Total Number of complaints:	0	1096	260	77	745	14	1096			

2	Total No. of policies during the previous year:	123,936	
3	Total No. of claims during the previous year:	1152	
4	Total No. of policies during the current year:	27,402	
5	Total No. of claims during the current year:	336	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	399	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	89	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	-		-
b)	7 - 15 days	12		12
c)	15- 30 days	1		1
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	13	-	13

<sup>\*</sup>Opening balance should tally with the closing of the previous quarter of current financial year

<sup>\*</sup>Only IRDA token numbers are reported in Additions

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

<sup>\*</sup>Total No. of policies during the previous year :Individual & Group policies Login

<sup>\*</sup>Total No. of policies during the current year :Individual & Group policies Login

