

Bharti AXA Life Insurance Company Limited								
FORM L-41 GREIVANCE DISPOSAL								
GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2018								
Sl No.	Particulars	Opening Balance * As on begining of the quarter	Additions during the quarter	Complaints Resolved/ Settled during the			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 the customers							
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

*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 & Group policies Login

*Total No. of policies during the current year :Individual & Group policies Login

