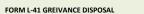
Bharti AXA Life Insurance Company Limited





SI No.		Opening Balance *	Additions during the				Complaints Pending	Total Complaints registered
	Particulars	As on begining of the quarter	quarter	Fully Accepted	Partial Accepted	Rejected	at the end of the quarter	upto the quarter during the financial year
1	Complaints made by the customers							
a)	Death Claims	0	5	1		4	0	8
b)	Policy Servicing	0	29	16	3	10	0	45
c)	Proposal Processing	0	17	13	1	3	0	29
d)	Survival Claims	0	14	11		2	1	22
e)	ULIP Related	0	5	3		2	0	7
f)	Unfair Business Practices	13	1184	314	73	788	22	2239
g)	Others	0			•		0	0
	Total Number of complaints:	13	1254	358	77	809	23	2350

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:	64,414	
5	Total No. of claims during the current year:	671	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	364	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	119	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	20		20
b)	7 - 15 days	1		1
c)	15- 30 days	2		2
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	23	•	23

^{*}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

