

## FORM L-41 GREIVANCE DISPOSAL

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2020

| Sl No.   | Particulars                             | Opening Balance *<br>As on begining of the quarter | Additions during the<br>quarter | Complaints Resolved/ Settled during the |                     |             | Complaints Pending<br>at the end of the<br>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                            | 0                                                  | 4                               |                                         |                     | 3           | 1                                                  | 10                                                                           |
| b)       | Policy Servicing                        | 1                                                  | 10                              | 5                                       | 3                   | 2           | 1                                                  | 42                                                                           |
| c)       | Proposal Processing                     | 0                                                  | 4                               | 1                                       | 2                   | 2           | -1                                                 | 33                                                                           |
| d)       | Survival Claims                         | 2                                                  | 9                               | 3                                       | 2                   | 6           | 0                                                  | 30                                                                           |
| e)       | ULIP Related                            | 0                                                  | 6                               |                                         | 1                   | 3           | 2                                                  | 26                                                                           |
| f)       | Unfair Business Practices               | 189                                                | 2006                            | 479                                     | 589                 | 1129        | -2                                                 | 7679                                                                         |
| g)       | Others                                  | 0                                                  | 0                               | 0                                       | 0                   | 0           | 0                                                  | 1                                                                            |
|          | <b>Total Number of complaints:</b>      | <b>192</b>                                         | <b>2039</b>                     | <b>488</b>                              | <b>597</b>          | <b>1145</b> | <b>1</b>                                           | <b>7821</b>                                                                  |

|   |                                                                                             |         |  |
|---|---------------------------------------------------------------------------------------------|---------|--|
| 2 | Total No. of policies during the previous year:                                             | 167,711 |  |
| 3 | Total No. of claims during the previous year:                                               | 1409    |  |
| 4 | Total No. of policies during the current year:                                              | 207,628 |  |
| 5 | Total No. of claims during the current year:                                                | 1725    |  |
| 6 | Total No. of Policy complaints (current year)<br>per 10,000 policies (current year)         | 376     |  |
| 7 | Total No. of Claim complaints (current year)<br>per 10,000 claims registered (current year) | 58      |  |
|   |                                                                                             |         |  |

| 8  | Duration wise Pending Status       | Complaints made by customers | Complaints made by intermediaries | Total    |
|----|------------------------------------|------------------------------|-----------------------------------|----------|
| a) | Upto 7 days                        |                              |                                   | -        |
| b) | 7 - 15 days                        | -                            |                                   | -        |
| c) | 15- 30 days                        | -                            |                                   | -        |
| d) | 30 - 90 days                       | 1                            |                                   | 1        |
| e) | 90 days & beyond                   | -                            |                                   | -        |
|    | <b>Total Number of complaints:</b> | <b>1</b>                     | <b>-</b>                          | <b>1</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 &amp; Group policies Issuance

\*Total No. of policies during the current year :Individual &amp; Group policies Issuance

