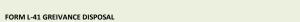
Bharti AXA Life Insurance Company Limited



RIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2020

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING WAICH 2020										
SI No.		Opening Balance *	Additions during the	Complaints Resolved/ Settled during the			Complaints Pending	Total Complaints registered		
	Particulars	As on begining of the quarter	quarter	Fully Accepted	Partial	Rejected	at the end of the	upto the quarter during the		
					Accepted		quarter	financial year		
1	Complaints made by the customers									
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		
	Total Number of complaints:	192	2039	488	597	1145	1	7821		

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) per 10,000 policies (current year)	376	
7	Total No. of Claim complaints (current year) 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	-		-
	Total Number of complaints:	1		1

^{*}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 Issuance

^{*}Total No. of policies during the current year :Individual & Group policies Issuance

