

Bharti AXA Life Insurance Company Limited							
FORM L-41 GREIVANCE DISPOSAL							
GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 2020							
Sl No.	Particulars	Opening Balance * As on beginning of the quarter	Additions during the quarter	Complaints Resolved/ Settled during the			Complaints Pending at the end of the quarter
				Fully Accepted	Partial Accepted	Rejected	Total Complaints registered upto the quarter during the financial year
1	Complaints made by the customers						
a)	Death Claims	1	13			14	22
b)	Policy Servicing	4	16	7	5	8	75
c)	Proposal Processing	1	16	7	1	9	33
d)	Survival Claims	5	19	7	4	13	47
e)	ULIP Related	0	1	0	0	1	1
f)	Unfair Business Practices	97	895	131	138	632	3778
g)	Others	0	0	0	0	0	0
	Total Number of complaints:	108	960	152	148	677	3956

2	Total No. of policies during the previous year:	207628	
3	Total No. of claims during the previous year:	1726	
4	Total No. of policies during the current year:	76297	
5	Total No. of claims during the current year:	2046	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	516	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	108	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	83		83
b)	7 - 15 days	8		8
c)	15- 30 days	-		-
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	91	-	91
*Opening balance should tally with the closing of the previous quarter of current financial year				
*Total No. of policies during the Previous & current year :Individual & Group Master policies Issued				
*Total No. of Claims during the Previous & current year : Individual policies & Group Lives				