

Bharti AXA Life Insurance Company Limited								
FORM L-41 GREIVANCE DISPOSAL								
GRIEVANCE DISPOSAL FOR THE QUARTER ENDING MARCH 2021								
Sl No.	Particulars	Opening Balance * As on begining of the quarter	Additions during the quarter	Complaints Resolved/ Settled during the quarter			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	5	0	0	5	0	27
b)	Policy Servicing	0	8	2	2	4	0	83
c)	Proposal Processing	0	10	2	1	7	0	43
d)	Survival Claims	0	15	6	1	7	1	62
e)	ULIP Related	0	2	1	0	1	0	3
f)	Unfair Business Practices	91	758	111	98	630	10	4536
g)	Others	0	0	0	0	0	0	0
	Total Number of complaints:	91	798	122	102	654	11	4754

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:	116853	
5	Total No. of claims during the current year:	2910	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	405	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	93	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	11	-	11
b)	7 - 15 days	-	-	-
c)	15- 30 days	-	-	-
d)	30 - 90 days	-	-	-
e)	90 days & beyond	-	-	-
	Total Number of complaints:	11	-	11

*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			