

## FORM L-41 GREIVANCE DISPOSAL

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE 2021

Sl No.	Particulars	Opening Balance * As on beginning 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		
<b>1</b>	<b>Complaints made by the customers</b>							
a)	Death Claims	0	23	2	0	20	1	23
b)	Policy Servicing	0	11	4	4	3	0	11
c)	Proposal Processing	0	7	3	0	3	1	7
d)	Survival Claims	1	7	3	3	2	0	7
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	10	450	57	38	352	13	450
g)	Others	0	0	0	0	0	0	0
	<b>Total Number of complaints:</b>	<b>11</b>	<b>498</b>	<b>69</b>	<b>45</b>	<b>380</b>	<b>15</b>	<b>498</b>

2	Total No. of policies during the previous year:	116853	
3	Total No. of claims during the previous year:	2910	
4	Total No. of policies during the current year:	19568	
5	Total No. of claims during the current year:	1286	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	243	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	179	

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

\*Opening balance should tally with the closing of the previous quarter of current financial year

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

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

