

PERIODIC DISCLOSURES

FORM L-41 GREIVANCE DISPOSAL

Insurer: **SHRIRAM LIFE INSURANCE CO. LTD.**

Date: **31.12.2012**

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance * As on begging 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 customers	0	59	18	0	41	0	169
a)	Death Claims	0	3	2	0	1	0	6
b)	Policy Servicing	0	3	2	0	1	0	16
c)	Proposal Processing	0	2	2	0	0	0	6
d)	Survival claims	0	2	2	0	0	0	6
e)	ULIP Related	0	1	1	0	0	0	7
f)	Unfair Business Practices	0	42	8	0	34	0	112
g)	Others	0	6	1	0	5	0	16
	Total Number of complaints	0	59	18	0	41	0	169

2	Total No. of policies during previous year	131266
3	Total No. of claims during previous year	7931
4	Total No. of policies during current year	93558
5	Total No. of claims during current year	8868
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	16.78
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	13.53

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	0	0	0
b)	7 - 15 days	0	0	0
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	Total Number	0	0	0

CASSIE KROMHOUT
CHIEF OPERATING OFFICER

* Opening balance should tally with the closing balance of the previous financial year.