

Insurer:

SHRIRAM LIFE INSURANCE CO. LTD.

Date:

30.09.2014

GRIEVANCE DISPOSAL

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 customers	0	0	0	0	0	0	0
a)	Death Claims	0	4	0	0	4	0	8
b)	Policy Servicing	0	6	2	0	4	0	7
c)	Proposal Processing	0	3	0	0	3	0	3
d)	Survival claims	0	2	0	0	2	0	7
e)	ULIP Related	0	5	0	0	5	0	5
f)	Unfair Business Practices	0	53	15	0	38	0	92
g)	Others	0	5	1	0	4	0	8
	Total Number of complaints	0	78	18	0	60	0	130

2	Total No. of policies during previous year	137699
3	Total No. of claims during previous year	6861
4	Total No. of policies during current year	40264
5	Total No. of claims during current year	2049
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	32.29
7	Total No. of claim complaints( current year) per 10,000 claims registered (current year)	4.88

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	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

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

CASSIE KROMHOUT  
CHIEF OPERATING OFFICER