

FORM L-41 GRIEVANCE DISPOSAL	PERIODIC DISCLOSURES
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Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.03.2015

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	0	0	0	0	0	0
a)	Death Claims	0	2	0	0	2	0	16
b)	Policy Servicing	0	2	0	0	2	0	11
c)	Proposal Processing	0	7	1	0	6	0	15
d)	Survival claims	0	6	1	0	5	0	17
e)	ULIP Related	0	1	0	0	1	0	7
f)	Unfair Business Practices	0	26	2	0	24	0	156
g)	Others	0	5	0	0	5	0	19
	Total Number of complaints	0	49	4	0	45	0	241

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	191008
5	Total No. of claims during current year	8123
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	4.45
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	1.23

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

CASSIE KROMHOUT
CHIEF OPERATING OFFICER

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