

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 30.09.2018

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							
a)	Death Claims	1	10	1	0	10	0	17
b)	Policy Servicing	0	4	1	0	3	0	6
c)	Proposal Processing	1	1	0	0	2	0	9
d)	Survival claims	2	2	0	0	3	1	7
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	16	167	100	0	60	23	280
g)	Others	0	10	2	0	7	1	42
	Total Number of complaints	20	194	104	0	85	25	361

2	Total No. of policies during previous year	247183
3	Total No. of claims during previous year	34632
4	Total No. of policies during current year	136456
5	Total No. of claims during current year	14981
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	26.46
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	11.35

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	14	0	14
b)	7 - 15 days	11	0	11
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	Total Number	25	0	25

CASSIE KROMHOUT
CHIEF OPERATING OFFICER

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