

FORM L-41		PERIODIC DISCLOSURES	
GRIEVANCE DISPOSAL			

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.03.2020

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance * As on beggng 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	0	4	0	0	4	0	15
b)	Policy Servicing	0	33	29	0	3	1	38
c)	Proposal Processing	1	24	2	0	22	1	29
d)	Survival claims	1	30	15	0	14	2	39
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	8	79	36	0	51	0	341
g)	Others	1	23	7	0	16	1	63
	Total Number of complaints	11	193	89	0	110	5	525

2	Total No. of policies during previous year	276483
3	Total No. of claims during previous year	35082
4	Total No. of policies during current year	274750
5	Total No. of claims during current year	27287
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	19.11
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	5.50

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	5	0	5
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	5	0	5

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