

FORM L-41	PERIODIC DISCLOSURES
GRIEVANCE DISPOSAL	

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 31.03.2021

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	0	8	0	0	5	3	19
b)	Policy Servicing	0	65	61	0	4	0	79
c)	Proposal Processing	0	27	4	0	23	0	42
d)	Survival claims	0	58	28	0	28	2	83
e)	ULIP Related	0	0	0	0	0	0	1
f)	Unfair Business Practices	6	91	46	0	50	1	299
g)	Others	3	27	7	0	22	1	78
	Total Number of complaints	9	276	146	0	132	7	601

2	Total No. of policies during previous year	274750
3	Total No. of claims during previous year	27287
4	Total No. of policies during current year	295985
5	Total No. of claims during current year	25380
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	20.31
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	7.49

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	6	0	6
b)	7 - 15 days	1	0	1
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	Total Number	7	0	7

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