

FORM L-41		PERIODIC DISCLOSURES	
GRIEVANCE DISPOSAL			

Insurer: **SHRIRAM LIFE INSURANCE CO. LTD.** Date: **30.06.2020**

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	1	0	0	0	1	1
b)	Policy Servicing	1	2	1	0	2	0	2
c)	Proposal Processing	1	1	0	0	2	0	1
d)	Survival claims	2	15	6	0	10	1	15
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	0	27	7	0	14	6	27
g)	Others	1	15	1	0	11	4	15
	Total Number of complaints	5	61	15	0	39	12	61

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	32538
5	Total No. of claims during current year	1769
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	18.75
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	5.65

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	6	0	6
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	Total Number	12	0	12

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