

SBI Life Insurance Company Limited

Grievance Redressal – YTD September 2026

Grievance* Redressal

Number & Proportion of grievances redressed

Grievances Redressal Days	YTD Sep'26	
	Count	Proportion
0 - 15 days	11,796	72%
15 - 30 days	2,845	17%
30 - 60 days	422	3%
Beyond 60 Days	20	0%
Remaining Unaddressed[$]	1,275	8%

** Includes Service Requests that have not been resolved within 7 days*

[$] Denotes count of work-in-progress Grievances/Service Request as at the end of the period shown. These are resolved in the subsequent period.