



SBI Life Insurance Company Limited

Grievance Redressal - FY25

Grievance* Redressal

Number & Proportion of grievances redressed

Grievances Redressal Days	FY25	
	Count	Proportion
0 - 15 days	9,863	93%
16 - 30 days	496	5%
31 - 60 days	5	0%
Beyond 60 Days	0	0%
Remaining Unaddressed	237	2%

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