



SBI Life Insurance Company Limited
Grievance Redressal - FY24

Grievance* Redressal

(A) Numbers of grievances redressed

By Count

Grievances Redressal Days	FY24
0 - 15 days	22,821
15 - 30 days	1,500
30 - 60 days	0
Beyond 60 Days	0
Remaining Unaddressed	0

(B) Proportion of grievances redressed

*Proportion in
Count*

Grievances Redressal Days	FY24
0 - 15 days	94%
15 - 30 days	6%
30 - 60 days	0%
Beyond 60 Days	0%
Remaining Unaddressed	0%

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