



SBI Life Insurance Company Limited
Grievance Redressal - FY24

Grievance* Redressal

Number & Proportion of grievances redressed

Grievances Redressal Days	FY24	
	Count	Proportion
0 - 15 days	22,550	92%
16 - 30 days	1,466	6%
31 - 60 days	8	0%
Beyond 60 Days	0	0%
Remaining Unaddressed	389	2%

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