



SBI Life Insurance Company Limited
Grievance Redressal - FY24

Grievance* Redressal

Number & Proportion of grievances redressed

Grievances Redressal Days	FY24	
	Count	Proportion
0 - 15 days	36,585	84%
16 - 30 days	5,628	13%
31 - 60 days	611	1%
Beyond 60 Days	41	0%
Remaining Unaddressed ^{\$}	731	2%

** 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.*