

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Company Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDED 30th JUNE 2021**

SI No.	Particulars	Opening Balance As on beginning of the quarter	Additions during the quarter	Complaints Resolved/Settled during the quarter			Complaints pending at the end of the quarter	Total Complaints registered upto the quarter during Financial Year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by the customers	1	638	225	30	374	10	638
a)	Death Claims	-	37	6	-	30	1	37
b)	Policy Servicing	-	19	5	1	13	-	19
c)	Proposal Processing	-	250	169	-	78	3	250
d)	Survival Claims	1	46	16	-	31	-	46
e)	Ulip Related	-	3	-	-	3	-	3
f)	Unfair Business Practices	-	207	11	25	166	5	207
g)	Others	-	76	18	4	53	1	76
Total Number of complaints :		1	638	225	30	374	10	638

2	Total No. of policies during previous year :	1,89,791
3	Total No. of claims during previous year :	2,46,790
4	Total No. of policies during current year :	2,56,727
5	Total No. of claims during current year :	3,66,228
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	21.62
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	2.27

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	9	-	9
(b)	7- 15 days	1	-	1
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
Total No. of complaints		10	-	10