

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Company Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDED 30th JUNE 2020**

Sl 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	15	468	109	6	353	15	468
a)	Death Claims	-	6	2	0	4	-	6
b)	Policy Servicing	-	30	13	0	17	-	30
c)	Proposal Processing	5	194	53	3	141	2	194
d)	Survival Claims	-	42	6	3	30	3	42
e)	Ulip Related	-	6	1	0	4	1	6
f)	Unfair Business Practices	10	151	27	0	126	8	151
g)	Others	-	39	7	0	31	1	39
Total Number of complaints :		30.00	468	109	6	353	15	468

2	Total No. of policies during previous year :	295,306
3	Total No. of claims during previous year :	235,317
4	Total No. of policies during current year :	189,791
5	Total No. of claims during current year :	246,790
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	22.13
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	1.94

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	12	-	12
(b)	7- 15 days	3	-	3
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
Total No. of complaints		15	-	15