

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Company Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDED 30th SEPTEMBER 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	839	306	6	529	13	1307
a)	Death Claims	-	23	8	1	14	-	29
b)	Policy Servicing	-	32	12		20	-	62
c)	Proposal Processing	2	402	187	3	210	4	596
d)	Survival Claims	3	79	34		47	1	121
e)	Ulip Related	1	3	2		2	-	9
f)	Unfair Business Practices	8	249	47	2	203	5	400
g)	Others	1	51	16		33	3	90
Total Number of complaints :		30.00	839	306	6	529	13	1307

2	Total No. of policies during previous year :	7,00,154
3	Total No. of claims during previous year :	5,23,129
4	Total No. of policies during current year :	5,98,854
5	Total No. of claims during current year :	6,86,290
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	19.32
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	2.19

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	10	-	10
(b)	7- 15 days	3	-	3
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
Total No. of complaints		13	-	13