

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Co.Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDED 30/06/2019**

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	-	971	381	19	571	-	971
a)	Death Claims	-	22	3	1	18	-	22
b)	Policy Servicing	-	54	30	2	22	-	54
c)	Proposal Processing	-	433	241	12	180	-	433
d)	Survival Claims	-	71	22	1	48	-	71
e)	Ulip Related	-	5	0	1	4	-	5
f)	Unfair Business Practices	-	300	57	1	242	-	300
g)	Others	-	86	28	1	57	-	86
Total Number of complaints :		-	971	381	19	571	-	971

2	Total No. of policies during previous year :	2,28,302
3	Total No. of claims during previous year :	2,25,370
4	Total No. of policies during current year :	2,95,306
5	Total No. of claims during current year :	2,35,317
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	29.73
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	3.95

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