

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Company Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDED 31st DECEMBER, 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	6	935	293	5	643	-	3393
a)	Death Claims	-	19	3	0	16	-	61
b)	Policy Servicing	-	40	19	1	20	-	151
c)	Proposal Processing	3	384	158	2	227	-	1706
d)	Survival Claims	-	82	17	0	65	-	217
e)	Ulip Related	-	5	2	0	3	-	15
f)	Unfair Business Practices	3	329	76	0	256	-	977
g)	Others	-	76	18	2	56	-	266
Total Number of complaints :		-	935	293	5	643	0	3393

2	Total No. of policies during previous year :	1,041,304
3	Total No. of claims during previous year :	725,235
4	Total No. of policies during current year :	1,154,085
5	Total No. of claims during current year :	885,420
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	26.99
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	3.14

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		-	-	-