

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Company Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDED 31st MARCH 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	-	933	319	4	595	15	4326
a)	Death Claims	-	14	3	0	11	-	75
b)	Policy Servicing	-	43	21	0	22	-	194
c)	Proposal Processing	-	406	193	2	206	5	2112
d)	Survival Claims	-	61	20	1	40	-	278
e)	Ulip Related	-	7	0	0	7	-	22
f)	Unfair Business Practices	-	349	72	0	267	10	1326
g)	Others	-	53	10	1	42	-	319
Total Number of complaints :		-	933	319	4	595	15	4326

2	Total No. of policies during previous year :	1,526,144
3	Total No. of claims during previous year :	1,129,306
4	Total No. of policies during current year :	1,551,862
5	Total No. of claims during current year :	1,222,318
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	25.60
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	2.89

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	11	-	11
(b)	7- 15 days	4	-	4
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
Total No. of complaints		15	-	15