

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Co.Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 30/09/2018**

Sl No.	Particulars	Opening Balance * As on beginning of the quarter	Reopen at the end of 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	86	-	1251	557	17	726	37	2857
a)	Death Claims	2	-	34	6	1	27	2	73
b)	Policy Servicing	8	-	120	68	4	54	2	293
c)	Proposal Processing	11	-	392	320	2	76	5	1053
d)	Survival Claims	4	-	116	43	2	74	1	298
e)	Ulup Related	0	-	9	2	0	7	0	18
f)	Unfair Business Practices	56	-	465	73	0	426	22	915
g)	Others	5	-	115	45	8	62	5	207
Total Number of complaints :		86	-	1251	557	17	726	37	2857

2	Total No. of policies during previous period :	581,811
3	Total No. of claims during previous period :	450,079
4	Total No. of policies during current period :	617,701
5	Total No. of claims during current period :	466,434
6	Total No. of Policy Complaints (current period) per 10,000 policies (current period) :	40.25
7	Total No. of Claim Complaints (current period) per 10,000 claims registered (current period) :	7.95

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	29	-	29
(b)	7- 15 days	8	-	8
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
Total No. of complaints		37	-	37