

**FORM L-41 GRIEVANCE DISPOSAL**Name of the Insurer : **SBI Life Insurance Co.Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/12/2018**

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		
<b>1</b>	<b>Complaints made by the customers</b>	<b>37</b>	<b>-</b>	<b>842</b>	<b>330</b>	<b>11</b>	<b>538</b>	<b>-</b>	<b>3699</b>
a)	Death Claims	2	-	26	7	2	19	-	99
b)	Policy Servicing	2	-	102	50	5	49	-	395
c)	Proposal Processing	5	-	193	135	1	62	-	1246
d)	Survival Claims	1	-	94	32	1	62	-	392
e)	Ulup Related	0	-	9	5	0	4	-	27
f)	Unfair Business Practices	22	-	309	55	0	276	-	1224
g)	Others	5	-	109	46	2	66	-	316
<b>Total Number of complaints :</b>		<b>37</b>	<b>-</b>	<b>842</b>	<b>330</b>	<b>11</b>	<b>538</b>	<b>-</b>	<b>3699</b>

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 :	1,041,304
5	Total No. of claims during current period :	725,235
6	Total No. of Policy Complaints (current period) per 10,000 policies (current period) :	30.81
7	Total No. of Claim Complaints (current period) per 10,000 claims registered (current period) :	6.77

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	-	-	-
<b>Total No. of complaints</b>		<b>-</b>	<b>-</b>	<b>-</b>