

FORM L-41 GRIEVANCE DISPOSAL

Name of the Insurer : **SBI Life Insurance Co.Ltd.**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDED 31/03/2019

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	-	-	960	346	8	606	-	4659
a)	Death Claims	-	-	15	2	1	12	-	114
b)	Policy Servicing	-	-	112	54	3	55	-	507
c)	Proposal Processing	-	-	192	135	1	56	-	1438
d)	Survival Claims	-	-	103	32	1	70	-	495
e)	Ulip Related	-	-	8	2	0	6	-	35
f)	Unfair Business Practices	-	-	367	52	0	315	-	1591
g)	Others	-	-	163	69	2	92	-	479
Total Number of complaints :		-	-	960	346	8	606	-	4659

2	Total No. of policies during previous year :	1,428,457
3	Total No. of claims during previous year :	1,052,666
4	Total No. of policies during current year :	1,526,144
5	Total No. of claims during current year :	1,129,306
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	26.54
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	5.39

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		-	-	-