

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Co.Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/12/2017**

SI 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	98	-	1885	968	115	816	84	5310
a)	Death Claims	2	-	44	10	4	30	2	123
b)	Policy Servicing	9	-	211	92	33	89	6	717
c)	Proposal Processing	18	-	743	643	31	80	7	2163
d)	Survival Claims	6	-	215	76	22	118	5	583
e)	Ulip Related	0	-	12	5	1	6	0	30
f)	Unfair Business Practices	59	-	582	119	13	450	59	1531
g)	Others	4	-	78	23	11	43	5	163
Total Number of complaints :		98	-	1885	968	115	816	84	5310

2	Total No. of policies during previous period :	8,46,777
3	Total No. of claims during previous period :	5,35,800
4	Total No. of policies during current period :	9,79,885
5	Total No. of claims during current period :	7,73,387
6	Total No. of Policy Complaints (current period) per 10,000 policies (current period) :	46.99
7	Total No. of Claim Complaints (current period) per 10,000 claims registered (current period) :	9.13

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	50	-	50
(b)	7- 15 days	34	-	34
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
Total No. of complaints		84	-	84