

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Co.Ltd.**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 30/09/2016

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	174	-	1971	828	184	1004	129	4146
a)	Death Claims	4	-	42	6	3	35	2	91
b)	Policy Servicing	20	-	289	111	50	134	14	579
c)	Proposal Processing	18	-	697	503	42	145	25	1275
d)	Survival Claims	16	-	259	66	46	153	10	614
e)	Ulip Related	2	-	17	5	1	12	1	28
f)	Unfair Business Practices	113	-	614	122	30	500	75	1474
g)	Others	1	-	53	15	12	25	2	85
Total Number of complaints :		174	-	1971	828	184	1004	129	4146

2	Total No. of policies during previous period :	442,913
3	Total No. of claims during previous period :	225,267
4	Total No. of policies during current period :	522,817
5	Total No. of claims during current period :	288,804
6	Total No. of Policy Complaints (current period) per 10,000 policies (current period) :	65.82
7	Total No. of Claim Complaints (current period) per 10,000 claims registered (current period) :	24.41

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	104	-	104
(b)	7- 15 days	25	-	25
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
Total No. of complaints		129	-	129