

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Co.Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/12/2016**

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	129	-	1809	843	161	840	94	5955
a)	Death Claims	2	-	29	10	4	15	2	120
b)	Policy Servicing	14	-	363	144	65	156	12	942
c)	Proposal Processing	25	-	710	554	40	111	30	1985
d)	Survival Claims	10	-	180	37	26	120	7	794
e)	Ulip Related	1	-	17	6	0	12	0	45
f)	Unfair Business Practices	75	-	475	83	22	405	40	1949
g)	Others	2	-	35	9	4	21	3	120
Total Number of complaints :		129	-	1809	843	161	840	94	5955

2	Total No. of policies during previous period :	8,49,121
3	Total No. of claims during previous period :	3,80,823
4	Total No. of policies during current period :	8,46,777
5	Total No. of claims during current period :	5,35,800
6	Total No. of Policy Complaints (current period) per 10,000 policies (current period) :	59.53
7	Total No. of Claim Complaints (current period) per 10,000 claims registered (current period) :	17.06

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	87	-	87
(b)	7- 15 days	7	-	7
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
Total No. of complaints		94	-	94