

FORM L-41 GRIEVANCE DISPOSAL

Insurer : SBI Life Insurance Co.Ltd.

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 30/09/2015

Sl No.	Particulars	Opening Balance * As on being 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	130	0	1961	852	168	997	74	4075
a)	Death Claims	3	0	41	8	2	33	1	68
b)	Policy Servicing	10	0	208	64	43	100	11	344
c)	Proposal Processing	40	0	801	634	26	166	15	1561
d)	Survival Claims	4	0	135	18	13	101	7	266
e)	Ulip Related	2	0	6	1	1	6	0	25
f)	Unfair Business Practices	63	0	683	106	70	539	31	1574
g)	Others	8	0	87	21	13	52	9	237
Total Number of complaints :		130	0	1961	852	168	997	74	4075

2	Total No. of policies during previous year :	384,877
3	Total No. of claims during previous year :	292,964
4	Total No. of policies during current year :	442,913
5	Total No. of claims during current year :	225,267
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	84.46
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year) :	14.83

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	56	0	56
(b)	7- 15 days	18	0	18
(c)	15 - 30 days	0	0	0
(d)	30 - 90 days	0	0	0
(e)	90 days & Beyond	0	0	0
Total No. of complaints		74	0	74