

## FORM L-41 GRIEVANCE DISPOSAL

Insurer : SBI Life Insurance Co.Ltd.

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/12/2015

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		
<b>1</b>	<b>Complaints made by the customers</b>	<b>74</b>	<b>-</b>	<b>2482</b>	<b>863</b>	<b>268</b>	<b>1222</b>	<b>203</b>	<b>6557</b>
a)	Death Claims	1	-	44	17	3	22	3	112
b)	Policy Servicing	11	-	270	91	46	122	22	614
c)	Proposal Processing	15	-	737	505	48	179	20	2298
d)	Survival Claims	7	-	307	55	28	201	30	573
e)	Ulip Related	0	-	16	2	1	12	1	41
f)	Unfair Business Practices	31	-	961	149	115	616	112	2535
g)	Others	9	-	147	44	27	70	15	384
<b>Total Number of complaints :</b>		<b>74</b>	<b>-</b>	<b>2482</b>	<b>863</b>	<b>268</b>	<b>1222</b>	<b>203</b>	<b>6557</b>

2	Total No. of policies during previous year :	7,28,607
3	Total No. of claims during previous year :	4,41,463
4	Total No. of policies during current year :	8,49,121
5	Total No. of claims during current year :	3,80,823
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	69.15
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year) :	17.99

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	145.00	-	145.00
(b)	7- 15 days	58.00	-	58.00
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
<b>Total No. of complaints</b>		<b>203.00</b>	<b>-</b>	<b>203.00</b>