

FORM L-41 GRIEVANCE DISPOSAL
Insurer : SBI Life Insurance Co.Ltd.

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/03/2015

Sl No.	Particulars	Opening Balance * As on being of the 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	95	2657	1142	222	1375	13	12273
a)	Death Claims	2	38	10	2	27	1	114
b)	Policy Servicing	1	186	53	23	111	0	821
c)	Proposal Processing	14	991	815	38	152	0	3785
d)	Survival Claims	7	138	31	12	99	3	932
e)	Ulip Related	1	25	1	2	23	0	145
f)	Unfair Business Practices	59	1085	198	127	811	8	5439
g)	Others	11	194	34	18	152	1	1037
Total Number of complaints :		95	2657	1142	222	1375	13	12273

2	Total No. of policies during previous year :	1,041,349
3	Total No. of claims during previous year :	605,266
4	Total No. of policies during current year :	1,126,211
5	Total No. of claims during current year :	604,305
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	99.69
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year) :	17.31

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	10	0	10
(b)	7 - 15 days	2	0	2
(c)	15 - 30 days	0	0	0
(d)	30 - 90 days	0	0	0
(e)	90 days & Beyond	0	1	1
Total No. of complaints		12	1	13