

PERIODIC DISCLOSURES

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

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 31/03/2013

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	143	4,753	1,765	327	2,793	11	18,686
a)	Death Claims	3	16	2	5	12	-	50
b)	Policy Servicing	10	230	74	37	129	-	870
c)	Proposal Processing	47	1,818	1,290	21	545	9	6,985
d)	Survival Claims	11	325	52	24	260	-	1,045
e)	Ulip Related	2	91	6	3	84	-	261
f)	Unfair Business Practices	56	2,006	257	202	1,601	2	8,264
g)	Others	14	267	84	35	162	-	1,211
	Total Number of complaints :	143	4,753	1,765	327	2,793	11	18,686

2	Total No. of policies during previous year :	881,928
3	Total No. of claims during previous year :	161,537
4	Total No. of policies during current year :	888,887
5	Total No. of claims during current year :	289,573
	Total No. of Policy Complaints (current year) per	
6	10,000 policies (current year) :	198
	Total No. of Claim Complaints (current year) per	
7	10,000 claims registered (current year) :	38

Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a) Upto 7 days	6	-	6
(b) 7 - 15 days	5	-	5
(c) 15 - 30 days	-	-	-
(d) 30 - 90 days	-	-	-
(e) 90 days & Beyond	-	-	-
Total No. of complaints	11	-	11

Note :

* - 8 Complaints were reopened by customer through IGMS Website