

FORM L-41 GRIEVANCE DISPOSAL
Name of the Insurer : SBI Life Insurance Co.Ltd.
GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 30/06/2017

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	3	1590	712	126	677	78	1590
a)	Death Claims	0	31	11	2	17	1	31
b)	Policy Servicing	2	229	80	39	108	4	229
c)	Proposal Processing	0	641	502	32	90	17	641
d)	Survival Claims	0	181	55	28	91	7	181
e)	Ulip Related	0	8	1	1	6	0	8
f)	Unfair Business Practices	1	462	52	19	346	46	462
g)	Others	0	38	11	5	19	3	38
Total Number of complaints :		3	1590	712	126	677	78	1590

2	Total No. of policies during previous year :	1,275,550
3	Total No. of claims during previous year :	806,112
4	Total No. of policies during current year :	231,274
5	Total No. of claims during current year :	188,089
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	59.58
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year) :	11.27

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	58	0	0
(b)	7- 15 days	20	0	0
(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		78	-	-