

FORM L-41 GRIEVANCE DISPOSALName of the Insurer : **SBI Life Insurance Co.Ltd.****GRIEVANCE DISPOSAL FOR THE QUARTER ENDING 30/06/2018**

Sl No.	Particulars	Opening Balance * As on beginning 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	0	-	1606	755	61	704	86	1606
a)	Death Claims	0	-	39	7	4	26	2	39
b)	Policy Servicing	0	-	173	72	14	79	8	173
c)	Proposal Processing	0	-	661	544	12	94	11	661
d)	Survival Claims	0	-	182	39	18	121	4	182
e)	Ulip Related	0	-	9	3	1	5	0	9
f)	Unfair Business Practices	0	-	450	61	3	330	56	450
g)	Others	0	-	92	29	9	49	5	92
Total Number of complaints :		0	-	1606	755	61	704	86	1606

2	Total No. of policies during previous period :	231,274
3	Total No. of claims during previous period :	188,089
4	Total No. of policies during current period :	228,302
5	Total No. of claims during current period :	225,370
6	Total No. of Policy Complaints (current period) per 10,000 policies (current period) :	60.67
7	Total No. of Claim Complaints (current period) per 10,000 claims registered (current period) :	9.81

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
(a)	Upto 7 days	59	-	59
(b)	7- 15 days	27	-	27
(c)	15 - 30 days	-	-	-
(d)	30 - 90 days	-	-	-
(e)	90 days & Beyond	-	-	-
Total No. of complaints		86	-	86