

**Exide Life Insurance Company Limited**

(Registration No: 114; Date of registration: 2 August 2001)



FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 01 January 2018	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 31 March 2018	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	Duplicate		
<b>1</b>	<b>Complaints made by customers</b>								
a)	Death Claims	-	3	-	1	2	-	-	24
b)	Policy Servicing	-	12	3	5	4	-	-	43
c)	Proposal Processing	-	14	8	2	4	-	-	63
d)	Survival Claims	-	12	6	3	3	-	-	78
e)	ULIP Related	-	1	-	-	1	-	-	2
f)	Unfair Business Practices	-	1,246	102	165	605	374	-	4,332
g)	Others	-	516	5	6	26	479	-	626
	<b>Total Number of complaints</b>	-	<b>1,804</b>	<b>124</b>	<b>182</b>	<b>645</b>	<b>853</b>	-	<b>5,168</b>

<b>2</b>	Total No. of policies during previous year	188,025
<b>3</b>	Total No. of claims during previous year	2,866
<b>4</b>	Total No. of policies during current year	193,863
<b>5</b>	Total No. of claims during current year	3,357
<b>6</b>	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	2
<b>7</b>	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	71

<b>8</b>	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	-	-	-
b)	7-15 Days	-	-	-
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	<b>Total Number of complaints</b>	-	-	-