

**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 April 2018	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 30 June 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	-	7	1	-	5	1	-	7
b)	Policy Servicing	-	15	9	3	3	-	-	15
c)	Proposal Processing	-	11	4	-	6	1	-	11
d)	Survival Claims	-	15	7	1	6	1	-	15
e)	ULIP Related	-	-	-	-	-	-	-	-
f)	Unfair Business Practices	-	1,026	179	135	683	29	-	1,026
g)	Others	-	33	8	5	16	4	-	33
	<b>Total Number of complaints</b>	-	<b>1,107</b>	<b>208</b>	<b>144</b>	<b>719</b>	<b>36</b>	-	<b>1,107</b>

<b>2</b>	Total No. of policies during previous year	37,126
<b>3</b>	Total No. of claims during previous year	1,179
<b>4</b>	Total No. of policies during current year	37,487
<b>5</b>	Total No. of claims during current year	824
<b>6</b>	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	4
<b>7</b>	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	85

<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>	-	-	-