

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 2019	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 31 March 2019	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	Duplicate		
1	Complaints made by customers								
a)	Death Claims	-	5	-	-	5	-	-	22
b)	Policy Servicing	-	4	1	-	3	-	-	30
c)	Proposal Processing	-	23	6	3	14	-	-	44
d)	Survival Claims	-	7	1	3	3	-	-	43
e)	ULIP Related	-	1	-	-	1	-	-	2
f)	Unfair Business Practices	-	760	109	129	491	31	-	3,381
g)	Others	-	22	2	3	11	6	-	102
	Total Number of complaints	-	822	119	138	528	37	-	3,624

2	Total No. of policies during previous year	1,93,863
3	Total No. of claims during previous year	3,357
4	Total No. of policies during current year	2,00,512
5	Total No. of claims during current year	3,330
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	1
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	66

8	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	-	-	-
	Total Number of complaints	-	-	-