

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 October 2019	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 31 December 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	-	2	-	1	1	-	-	7
b)	Policy Servicing	-	6	2	4	-	-	-	18
c)	Proposal Processing	-	5	2	1	2	-	-	46
d)	Survival Claims	-	10	2	4	4	-	-	27
e)	ULIP Related	-	-	-	-	-	-	-	-
f)	Unfair Business Practices	-	576	46	150	368	12	-	1,902
g)	Others	-	38	10	7	18	3	-	111
	Total Number of complaints	-	637	62	167	393	15	-	2,111

2	Total No. of policies during previous year	129,376
3	Total No. of claims during previous year	2,441
4	Total No. of policies during current year	139,597
5	Total No. of claims during current year	2,703
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)	26

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	-	-	-