

**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 Jan 2021	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 31 March 2021	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	-	11	1	3	5	2	-	27
b)	Policy Servicing	-	2	1	1	-	-	-	9
c)	Proposal Processing	-	3	1	1	1	-	-	12
d)	Survival Claims	-	17	3	9	5	-	-	47
e)	ULIP Related	-	1	1	-	-	-	-	1
f)	Unfair Business Practices	-	658	133	235	259	31	-	1,915
g)	Others	-	59	9	23	9	18	-	140
	<b>Total Number of complaints</b>	-	<b>751</b>	<b>149</b>	<b>272</b>	<b>279</b>	<b>51</b>	-	<b>2,151</b>

<b>2</b>	Total No. of policies during previous year	190,413
<b>3</b>	Total No. of claims during previous year	3,468
<b>4</b>	Total No. of policies during current year	148,643
<b>5</b>	Total No. of claims during current year	5,014
<b>6</b>	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	1
<b>7</b>	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	54

<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>	-	-	-