

**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 2021	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at as on 30 September 2021	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Death Claims	-	12	2	5	5	-	16
b)	Policy Servicing	-	6	-	5	1	-	10
c)	Proposal Processing	-	7	2	4	1	-	11
d)	Survival Claims	-	16	8	4	4	-	27
e)	ULIP Related	-	-	-	-	-	-	-
f)	Unfair Business Practices	-	466	75	191	200	-	803
g)	Others	-	67	19	30	18	-	92
	<b>Total Number of complaints</b>	-	<b>574</b>	<b>106</b>	<b>239</b>	<b>229</b>	-	<b>959</b>

<b>2</b>	Total No. of policies during previous year	63,244
<b>3</b>	Total No. of claims during previous year	2,110
<b>4</b>	Total No. of policies during current year	54,815
<b>5</b>	Total No. of claims during current year	4,836
<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)	33

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