

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 2022	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at as on 30 June 2022	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	-	9	1	4	4	-	9
b)	Policy Servicing	-	6	4	-	2	-	6
c)	Proposal Processing	-	1	1	-	-	-	1
d)	Survival Claims	-	33	13	9	11	-	33
e)	ULIP Related	-	-	-	-	-	-	-
f)	Unfair Business Practices	-	292	43	111	138	-	292
g)	Others	-	87	34	33	20	-	87
	Total Number of complaints	-	428	96	157	175	-	428

2	Total No. of policies during previous year	20,722
3	Total No. of claims during previous year	1,860
4	Total No. of policies during current year	24,264
5	Total No. of claims during current year	45,494
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	159
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	9

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	-	-	-	-	-	-
	Total Number of complaints	-	-	-	-	-	-