

PERIODIC DISCLOSURES								
FORM L-41	Grievance Disposal							
Insurer	Reliance Nippon Life Insurance Co. Ltd.							
Date	Quarter Ending June 2021							
L-41 GRIEVANCE DISPOSAL								
SL No.	Particulars	Opening Balance *	Additions	Complaints Resolved/Settled			Complaints Pending	Total Complaints registered upto the quarter during the Financial Year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	0	6	0	0	5	0	6
b)	Policy Servicing	0	6	3	0	3	0	6
c)	Proposal Processing	0	91	86	0	1	4	91
d)	Survival Claims	0	21	0	3	17	1	21
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	1	356	38	5	276	33	356
g)	Others	0	24	8	2	11	3	24
	Total Numbers	1	504	135	10	313	41	504

2	Total No. of Policies during previous year:	190424
3	Total No. of Claims during previous year:	391538
4	Total No. of Policies during current year:	33297
5	Total No. of Claims during current year:	86716
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	143.26
7	Total No. of Claim Complaints [current year] Per 10000 claims registered [current year]	3.11

2	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	27	0	27
b)	7 - 15 days	4	0	4
c)	15 - 30 days	7	0	7
d)	30 - 90 days	3	0	3
e)	90 days & beyond	0	0	0
	Total no. of complaints	41	0	41

NOTE:

11) In Q1 FY22, we received 505 grievances including closing balance of previous quarter i.e Q4 FY21, of which 06 were classified as duplicates while processing in Q1 FY22. Closing balance reported in Q1 FY22 is (505-458-6) = 41.