

PERIODIC DISCLOSURES								
FORM L-41	Grievance Disposal							
Insurer	Reliance Nippon Life Insurance Co. Ltd.							
Date	Quarter Ending March 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	8	2	0	6	0	19
b)	Policy Servicing	0	8	2	0	5	0	16
c)	Proposal Processing	3	193	194	0	2	0	401
d)	Survival Claims	1	37	11	0	27	0	97
e)	ULIP Related	0	0	0	0	0	0	1
f)	Unfair Business Practices	27	404	61	8	358	1	1276
g)	Others	4	68	15	3	52	0	187
	Total Numbers	35	718	285	11	450	1	1997

2	Total No. of Policies during previous year:	204844
3	Total No. of Claims during previous year:	326889
4	Total No. of Policies during current year:	190424
5	Total No. of Claims during current year:	391538
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	98.78
7	Total No. of Claim Complaints [current year] Per 10000 claims registered [current year]	2.96

2	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	1	0	1
b)	7 - 15 days	0	0	0
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & beyond	0	0	0
	Total no. of complaints	1	0	1

NOTE:
11) In Q4 FY21, we received 753 grievances including closing balance of previous quarter i.e Q3, of which 06 were classified as duplicates while processing in Q4 FY21. Closing balance reported in Q4 FY21 is (753-746-6) = 01.