

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal
Insurer	Reliance Nippon Life Insurance Co. Ltd.
Date	Quarter Ending December 2020

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	5	0	0	5	0	11
b)	Policy Servicing	1	3	1	0	3	0	8
c)	Proposal Processing	1	105	103	0	0	3	208
d)	Survival Claims	1	24	6	1	17	1	60
e)	ULIP Related	0	0	0	0	0	0	1
f)	Unfair Business Practices	20	305	32	5	252	27	872
g)	Others	4	45	9	2	28	4	119
	Total Numbers	27	487	151	8	305	35	1279

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:	131758
5	Total No. of Claims during current year:	250141
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	91.68
7	Total No. of Claim Complaints [current year] Per 10000 claims registered [current year]	2.84

2	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	25	0	25
b)	7 - 15 days	4	0	4
c)	15 - 30 days	6	0	6
d)	30 - 90 days	0	0	0
e)	90 days & beyond	0	0	0
	Total no. of complaints	35	0	35

NOTE:
1) In Q2 FY21, we received 514 grievances including closing balance of previous quarter i.e Q2 FY21, of which 15 cases were classified as duplicates while processing in Q3 FY21. Closing balance reported in Q3 FY21 is (514-464-15) = 35.

