

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal
Insurer	Reliance Nippon Life Insurance Co. Ltd.
Date	Quarter Ending June 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	0	0	0	0	0	0
b)	Policy Servicing	0	0	0	0	0	0	0
c)	Proposal Processing	0	42	34	0	6	2	42
d)	Survival Claims	0	15	1	1	11	2	15
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	0	190	7	2	166	15	190
g)	Others	0	27	5	0	19	3	27
	Total Numbers	0	274	47	3	202	22	274

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:	37889
5	Total No. of Claims during current year:	75669
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	68.36
7	Total No. of Claim Complaints [current year] Per 10000 claims registered [current year]	1.98

2	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	21	0	21
b)	7 - 15 days	1	0	1
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	22	0	22

NOTE:

