

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal
Insurer	Reliance Nippon Life Insurance Co. Ltd.
Date	For the Year Ending 31st March, 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	29	3	4	22	0	29
b)	Policy Servicing	0	38	5	0	32	0	38
c)	Proposal Processing	0	552	544	1	7	0	552
d)	Survival Claims	0	81	14	6	60	0	81
e)	ULIP Related	0	1	0	0	1	0	1
f)	Unfair Business Practices	0	1366	116	11	1211	0	1366
g)	Others	0	123	19	3	96	0	123
	Total Numbers	0	2190	701	25	1429	0	2190

2	Total No. of Policies during previous year:	225871
3	Total No. of Claims during previous year:	345299
4	Total No. of Policies during current year:	204844
5	Total No. of Claims during current year:	326889
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	101.54
7	Total No. of Claim Complaints [current year] Per 10000 claims registered [current year]	3.37

2	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	0	0	0
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	0	0	0

NOTE:
1) In FY20, we received 2190 grievances including closing balance of previous year i.e FY19, of which 35 cases were classified as duplicates while processing in FY20. Closing balance reported in FY20 is (2190-2155-35) = 0.

