

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal
Insurer	Reliance Nippon Life Insurance Co. Ltd.
Date	For the Year Ending 31st March, 2019

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	22	1	1	20	0	22
b)	Policy Servicing	1	20	3	0	18	0	20
c)	Proposal Processing	0	632	625	0	7	0	632
d)	Survival Claims	0	107	4	9	94	0	107
e)	ULIP Related	0	1	0	0	1	0	1
f)	Unfair Business Practices	0	1143	135	15	984	0	1143
g)	Others	0	117	13	5	96	0	117
	Total Numbers	1	2042	781	30	1220	0	2042

2	Total No. of Policies during previous year:	216507
3	Total No. of Claims during previous year:	319095
4	Total No. of Policies during current year:	225871
5	Total No. of Claims during current year:	345299
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	84.69
7	Total No. of Claim Complaints [current year] Per 10000 claims registered [current year]	3.74

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 FY19, we received 2043 grievances including closing balance of previous year i.e FY18, of which 12 cases were classified as duplicates while processing in FY19. Closing balance reported in FY19 is (2043-2031-12) = 0.

