

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal
Insurer	Reliance Nippon Life Insurance Co. Ltd.
Date	Quarter Ending September 2018

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	3	0	0	3	0	10
b)	Policy Servicing	1	5	1	0	5	0	10
c)	Proposal Processing	3	188	187	0	2	2	333
d)	Survival Claims	1	29	1	0	27	2	60
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	5	271	31	2	227	15	517
g)	Others	2	31	3	1	27	2	52
	Total Numbers	12	527	223	3	291	21	982

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:	118889
5	Total No. of Claims during current year:	133183
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	76.71
7	Total No. of Claim Complaints [current year] Per 10000 claims registered [current year]	5.26

2	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	6	0	6
b)	7 - 15 days	12	0	12
c)	15 - 30 days	3	0	3
d)	30 - 90 days	0	0	0
e)	90 days & beyond	0	0	0
	Total no. of complaints	21	0	21

NOTE:
1) In Q2 FY19, we received 539 grievances including closing balance of previous quarter i.e Q1, of which 01 were classified as duplicates while processing in Q2 FY19. Closing balance reported in Q2 FY19 is (539-517-1) = 21.

