

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal
Insurer	Reliance Nippon Life Insurance Co. Ltd.
Date	Quarter Ending Mar 2017

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	9	126	14	7	114	0	126
b)	Policy Servicing	24	379	272	7	122	0	379
c)	Proposal Processing	10	737	700	2	43	0	737
d)	Survival Claims	36	955	300	62	606	0	955
e)	ULIP Related	3	54	28	1	26	0	54
f)	Unfair Business Practices	154	2462	482	154	1949	0	2462
g)	Others	2	198	28	9	159	0	198
	Total Numbers	238	4911	1824	242	3019	0	4911

2	Total No. of Policies during previous year:	364505
3	Total No. of Claims during previous year:	280033
4	Total No. of Policies during current year:	272067
5	Total No. of Claims during current year:	270342
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	140.77
7	Total No. of Claim Complaints [current year] Per 10000 claims registered [current year]	39.99

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 FY17, we received 5149 grievances including closing balance of previous year, of which 64 were classified as duplicates while processing in FY17. Closing balance reported in FY17 is (238+4911-5085-64) = 0.