

PERIODIC DISCLOSURES								
FORM L-41	Grievance Disposal							
Insurer	Reliance Nippon Life Insurance Co. Ltd.							
Date	Quarter Ending September 2016							
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	5	46	8	3	34	6	85
b)	Policy Servicing	5	92	61	0	29	7	307
c)	Proposal Processing	3	171	160	1	5	6	421
d)	Survival Claims	25	245	56	20	160	24	577
e)	ULIP Related	1	20	7	0	12	1	40
f)	Unfair Business Practices	63	614	124	40	435	66	1819
g)	Others	2	43	6	3	33	1	142
	Total Numbers	104	1231	422	67	708	111	3391

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:	120601
5	Total No. of Claims during current year:	70279
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	226.28
7	Total No. of Claim Complaints [current year] Per 10000 claims registered [current year]	94.20

2	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	68	0	68
b)	7 - 15 days	28	0	28
c)	15 - 30 days	10	0	10
d)	30 - 90 days	5	0	5
e)	90 days & beyond	0	0	0
	Total no. of complaints	111	0	111

NOTE:

1) Closing balance reported as of Q1 was 113 - of these 9 complaints were identified as duplicates while processing in Q2. Hence, opening balance reported in Q2 is now 104.

2) In Q2, we received 1335 grievances, of which 27 were classified as duplicates while processing in Q2. Hence, closing balance reported in Q2 is $(104+1231-1197-27) = 111$.