

PERIODIC DISCLOSURES

FORM L-41	Grievance Disposal
Insurer	Reliance Nippon Life Insurance Co. Ltd.
Date	Quarter Ending June 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	9	39	6	0	37	5	39
b)	Policy Servicing	24	215	167	6	60	6	215
c)	Proposal Processing	10	250	234	1	22	3	250
d)	Survival Claims	36	332	138	22	181	27	332
e)	ULIP Related	3	20	12	0	9	2	20
f)	Unfair Business Practices	154	1205	237	81	972	68	1205
g)	Others	2	99	12	4	83	2	99
	Total Numbers	238	2160	806	114	1364	113	2160

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:	52436
5	Total No. of Claims during current year:	53899
6	Total No. of Policy Complaints [current year] Per 10000 policies [current year]	341.18
7	Total No. of Claim Complaints [current year] Per 10000 claims registered [current year]	68.83

2	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	74	0	74
b)	7 - 15 days	32	0	32
c)	15 - 30 days	5	0	5
d)	30 - 90 days	2	0	2
e)	90 days & beyond	0	0	0
	Total no. of complaints	113	0	113

Opening balance should tally with the closing balance of the previous financial year.