

Exide Life Insurance Company Limited

(Registration No: 114; Date of registration: 2 August 2001)



FORM : L41 - Grievance Disposal

SI No.	Particulars	Opening Balance as on 01 July 2018	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 30 September 2018	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	Duplicate		
1	Complaints made by customers								
a)	Death Claims	-	5	-	1	4	-	-	12
b)	Policy Servicing	-	8	5	-	3	-	-	23
c)	Proposal Processing	-	6	4	-	2	-	-	17
d)	Survival Claims	-	12	4	2	5	1	-	27
e)	ULIP Related	-	1	1	-	-	-	-	1
f)	Unfair Business Practices	-	873	154	122	553	44	-	1,899
g)	Others	-	26	3	1	6	16	-	59
	Total Number of complaints	-	931	171	126	573	61	-	2,038

2	Total No. of policies during previous year	85,336
3	Total No. of claims during previous year	1,701
4	Total No. of policies during current year	82,490
5	Total No. of claims during current year	1,644
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	3
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	73

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Up to 7 Days	-	-	-
b)	7-15 Days	-	-	-
c)	15 - 30 Days	-	-	-
d)	30 - 90 Days	-	-	-
e)	90 Days & above	-	-	-
	Total Number of complaints	-	-	-