

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 October 2018	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 31 December 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	-	-	4	1	-	17
b)	Policy Servicing	-	3	1	-	2	-	-	26
c)	Proposal Processing	-	4	2	2	-	-	-	21
d)	Survival Claims	-	9	3	1	5	-	-	36
e)	ULIP Related	-	-	-	-	-	-	-	1
f)	Unfair Business Practices	-	722	115	102	485	20	-	2,621
g)	Others	-	21	5	4	12	-	-	80
	Total Number of complaints	-	764	126	109	508	21	-	2,802

2	Total No. of policies during previous year	131,298
3	Total No. of claims during previous year	2,472
4	Total No. of policies during current year	129,376
5	Total No. of claims during current year	2,441
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	2
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	70

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	-	-	-