

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 April 2019	Additions during the quarter	Complaints Resolved / settled during the quarter				Complaints Pending at as on 30 June 2019	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	Duplicate		
1	Complaints made by customers								
a)	Death Claims	-	4	2	-	2	-	-	4
b)	Policy Servicing	-	5	2	2	1	-	-	5
c)	Proposal Processing	-	35	8	5	22	-	-	35
d)	Survival Claims	-	13	3	3	7	-	-	13
e)	ULIP Related	-	-	-	-	-	-	-	-
f)	Unfair Business Practices	-	707	91	125	465	26	-	707
g)	Others	-	42	8	8	23	3	-	42
	Total Number of complaints	-	806	114	143	520	29	-	806

2	Total No. of policies during previous year	37,487
3	Total No. of claims during previous year	824
4	Total No. of policies during current year	38,424
5	Total No. of claims during current year	963
6	Total No. of Policy Complaints (Current Year) per 10,000 policies (Current Year)	1
7	Total No. of Claim Complaints (Current Year) per 10,000 claims registered (Current Year)	42

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	-	-	-