			PERI	ODIC DISCL	OSURES			
FORM L-4	1 GRIEVANCE PROPOSAL							
		GRIEV	ANCE PROPOSAL	UPTO THE QUA	RTER ENDING : 31-D	ec-2020		
								Date : 31-Dec 202
nsurer: AD	DITYA BIRLA SUN LIFE INSURANCE COMP	ANY LTD (Regn.	. No 109)					
SI No	Particulars	Opening Balance *As on beginning of the quarter	Additions during the quarter	Complaints Resolved/Settled during the quarter			Complaints	
				Fully accepted	Partial accepted	Rejected	pending at the end of the quarter	Total complaints registered upto the quarter during the financial yea
1	Complaints made by the customers	1	591	88	85	419	0	2041
a)	Death Claims	-	10	-	1	9	-	20
b)	Policy Servicing	-	32	13	11	8	-	187
c)	Proposal Processing	-	9	3	2	4	-	200
d)	Survival Claims	-	25	9	6	10	-	188
e)	ULIP Related	-	2	2	-	-	-	20
f)	Unfair Business Practices	1	459	51	55	354	-	1284
g)	Others	-	54	10	10	34	-	142
	Total Number of complaints:	1	591	88	85	419	0	2041
2	Total No. of policies during previous year: April to Dec 2019	189411						
3	Total No. of claims reported during previous year: April to Dec 2019	149680						
4	Total No. of policies during current year: April to Dec 2020	179078						
5	Total No. of claims reported during current year: April to Dec 2020	146218						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	102						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	14						
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	Duration wise Pending status	Complaints made by Customers	Complaints made by Intermediaries	Total				
a)	Upto 7 days	0	0	0	ļ			
b)	7-15 days	0	0	0	ļ			
c)	15 - 30 days	0	0	0	ļ			
d) e)	30 - 90 days	0	0	0	ł			
	90 days & Beyond	0	0	0	Į			
	Total Number of complaints:	0	0	0	1			