

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE PROPOSAL

GRIEVANCE PROPOSAL UPTO THE QUARTER ENDING : 31-Mar-2021

Date : 31-Mar 2021

Insurer: ADITYA BIRLA SUN LIFE INSURANCE COMPANY 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 pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully accepted	Partial accepted	Rejected		
1	Complaints made by the customers	0	583	69	78	436	0	2624
	a) Death Claims	-	13	1	5	7	-	33
	b) Policy Servicing	-	44	17	11	16	-	231
	c) Proposal Processing	-	30	11	9	10	-	230
	d) Survival Claims	-	25	4	6	15	-	213
	e) ULIP Related	-	8	2	-	6	-	28
	f) Unfair Business Practices	-	407	24	37	346	-	1691
	g) Others	-	56	10	10	36	-	198
	Total Number of complaints:	0	583	69	78	436	0	2624
2	Total No. of policies during previous year: April to Dec 2019	261822						
3	Total No. of claims reported during previous year: April to Dec 2019	211857						
4	Total No. of policies during current year: April to Dec 2020	257829						
5	Total No. of claims reported during current year: April to Dec 2020	231597						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	92						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	11						
8	Duration wise Pending status		Complaints made by Customers	Complaints made by Intermediaries	Total			
	a) Upto 7 days		0	0	0			
	b) 7-15 days		0	0	0			
	c) 15 - 30 days		0	0	0			
	d) 30 - 90 days		0	0	0			
	e) 90 days & Beyond		0	0	0			
	Total Number of complaints:		0	0	0			

* Claims for the current financial year includes Death claims from all lines of business