ORM L-41	1 GRIEVANCE PROPOSAL	CDIEV			TER ENDING : 30-Ju	ine-2021		
surer: AD	ITYA BIRLA SUN LIFE INSURANCE COMP				TER ENDING : 30-30	116-2021		Date : 30-June 20
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 ye
b)	Complaints made by the customers	0	372	69	40	263	0	372
	Death Claims	-	14	3	3	8	-	14
	Policy Servicing	-	43	19	11	13	-	43
	Proposal Processing	-	11	3	1	7	-	11
d)	Survival Claims	-	40	16	6	18	-	40
e)	ULIP Related	-	6	3	1	2	-	6
	Unfair Business Practices	-	215	15	14	186	-	215
	Others	-	43	10	4	29	-	43
	Total Number of complaints:	0	372	69	40	263	0	372
2	Total No. of policies during previous year: April toJune 2020	52444						
3	Total No. of claims reported during previous year: April to June 2020	33672						
4	Total No. of policies during current year: April to June 2021	40146						
5	Total No. of claims reported during current year: April to June 2021	57391						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	79.21						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)	9.41						
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	ļ			
d)	30 - 90 days	0	0	0				
e)	90 days & Beyond	0	0	0	l			
	Total Number of complaints:	0	0	0				