

**PERIODIC DISCLOSURES**

**FORM L-41 GRIEVANCE PROPOSAL**

**GRIEVANCE PROPOSAL UPTO THE QUARTER ENDING : 30-June-2020**

**Insurer: ADITYA BIRLA SUN LIFE INSURANCE COMPANY LTD (Regn. No 109)**

**Date : 30-June 2020**

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		
<b>1</b>	<b>Complaints made by the customers</b>	<b>0</b>	<b>664</b>	<b>262</b>	<b>101</b>	<b>296</b>	<b>5</b>	<b>664</b>
a)	Death Claims	-	1	-	-	1	-	1
b)	Policy Servicing	-	75	38	20	17	-	75
c)	Proposal Processing	-	117	84	25	6	2	117
d)	Survival Claims	-	107	71	17	17	2	107
e)	ULIP Related	-	10	5	1	4	-	10
f)	Unfair Business Practices	-	309	55	28	225	1	309
g)	Others	-	45	9	10	26	-	45
	<b>Total Number of complaints:</b>	<b>0</b>	<b>664</b>	<b>262</b>	<b>101</b>	<b>296</b>	<b>5</b>	<b>664</b>
<b>2</b>	<b>Total No. of policies during previous year: April to June 2019</b>	50689						
<b>3</b>	<b>Total No. of claims reported during previous year: April to June 2019</b>	44147						
<b>4</b>	<b>Total No. of policies during current year: April to June 2020</b>	52444						
<b>5</b>	<b>Total No. of claims reported during current year: April to June 2020</b>	33672						
<b>6</b>	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year)</b>	106.02						
<b>7</b>	<b>Total No. of Claim Complaints (current year) per 10,000 claims registered (current year)</b>	32.07						
<b>8</b>	<b>Duration wise Pending status</b>	<b>Complaints made by Customers</b>	<b>Complaints made by Intermediaries</b>	<b>Total</b>				
a)	Upto 7 days	4	0	4				
b)	7-15 days	1	0	1				
c)	15 - 30 days	0	0	0				
d)	30 - 90 days	0	0	0				
e)	90 days & Beyond	0	0	0				
	<b>Total Number of complaints:</b>	<b>5</b>	<b>0</b>	<b>5</b>				

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