

Periodic Disclosures



IDBI Federal Life Insurance Co Ltd

[IRDAI Registration No.135 dated 19th December 2007]

IDBI Federal Life Insurance Co Ltd. Registered Office: 22nd Floor, A Wing, Marathon Futurex, N M Joshi Marg, Lower Parel (E), Mumbai 400013.  
www.idbifederal.com

Corporate Identity Number (CIN) – U66010MH2007PLC167164

Form L-41 Grievance Disposal

Insurer : IDBI Federal Life Insurance Company Ltd

Date : 9th July 2019

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING - April to June 2019

Sl No.	Particulars	Opening Balance * As on being 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 customers							
a)	Death Claims	Nil	2	1	0	1	Nil	2
b)	Policy Servicing	Nil	5	1	1	3	Nil	5
c)	Proposal Processing	Nil	16	9	0	7	Nil	16
d)	Survival Claims	Nil	11	0	1	10	Nil	11
e)	ULIP Related	Nil	3	0	0	3	Nil	3
f)	Unfair Business Practices	Nil	147	14	10	122	1	147
g)	Others	Nil	5	0	0	5	Nil	5
	<b>Total Number of complaints</b>	Nil	189	25	12	151	1	189

2	Total No. of policies during previous year	101810
3	Total No. of claims during previous year	1308
4	Total No. of policies during current year	11397
5	Total No. of claims during current year	344
6	Total No. of policy complaints(current year) per 10,000 policies(current year):	166
7	Total No. of policy claims complaints (current year) per 10,000 claims registered(current year):	378

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	1	Nil	1
b)	7-15 Days	Nil	Nil	Nil
c)	15 to 30 Days	Nil	Nil	Nil
d)	30 to 90 Days	Nil	Nil	Nil
e)	90 Days & Beyond	Nil	Nil	Nil
	<b>Total Number of complaints</b>	1	Nil	1