

Periodic Disclosures



In association with Ageas

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 : 11th October 2018

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING - July to September 2018

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	4	1	0	3	Nil	7
b)	Policy Servicing	Nil	5	0	0	5	Nil	7
c)	Proposal Processing	1	5	2	1	3	Nil	20
d)	Survival Claims	1	0	1	0	0	Nil	6
e)	ULIP Related	Nil	2	0	0	2	Nil	3
f)	Unfair Business Practices	Nil	173	39	7	127	Nil	308
g)	Others	Nil	8	1	0	7	Nil	16
	Total Number of complaints	2	197	44	8	147	Nil	367

2	Total No. of policies during previous year	116713
3	Total No. of claims during previous year	1116
4	Total No. of policies during current year	46324
5	Total No. of claims during current year	596
6	Total No. of policy complaints(current year) per 10,000 policies(current year):	79
7	Total No. of policy claims complaints (current year) per 10,000 claims registered(current year):	218

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	Nil	Nil	Nil
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
	Total Number of complaints	Nil	Nil	Nil