FORM L-41 Grievance Disposal for the period April 2021 to June 2021

Ageas Federal Life Insurance Company Limited (Formerly Known as IDBI Federal Life Insurance Company Limited).
Regd Office : 22nd Floor, A Wing, Marathon Futurex, N M Joshi Marg, Lower Parel (East), Mumbai 400 013, Maharashtra, India.

[IRDA Registration No.135 and Corporate Identity Number (CIN)
U66010MH2007PLC167164]

Form L-41 Grievance Disposal

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	5	0	0	5	Nil	5
b)	**Policy Servicing**	Nil	18	2	0	16	Nil	18
c)	**Proposal Processing**	Nil	4	4	0	0	Nil	4
d)	**Survival Claims**	Nil	24	3	0	21	Nil	24
e)	**ULIP Related**	Nil	5	2	0	3	Nil	5
f)	**Unfair Business Practices**	Nil	45	14	2	29	Nil	45
g)	**Others**	Nil	4	0	0	4	Nil	4
	Total Number of complaints	Nil	105	25	2	78	Nil	105

2	**Total No. of policies during previous year**	47955
3	**Total No. of claims during previous year**	1805
4	**Total No. of policies during current year**	8937
5	**Total No. of claims during current year**	737
6	**Total No. of policy complaints(current year) per 10,000 policies(current year):**	117
7	**Total No. of policy claims complaints (current year) per 10,000 claims registered(current year):**	393

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