

OFFICE OF THE COUNCIL FOR INSURANCE OMBUDSMEN

Complaints Disposal statement for the period 01.04.2023 to 31.03.2024

STATEMENT L3

LIFE INSURANCE



ಕರ್ನಾಟಕ ಆರೋಗ್ಯ ವಿಮೆ ಸಂಸ್ಥೆ
Council for Insurance Ombudsmen

Name of Company	Total No of Complaints			Complaints disposed by way of						Durationwise disposal of Complaints				Durationwise Outstanding complaints			
	O/s at the beginning of the year	Received during the period	Total	Recommen- dations	Awards fvg complainant	Awards fvg ins. Co.	withdrawal	Non- Entertainable	Total Disposed	Within 3 months	3 months to 1 year	Above 1 year	Total Disposed	Within 3 months	3 months to 1 year	Above 1 year	Total Outstanding
Aditya Birla Sun Life Insurance Co. Ltd.	20	374	394	71	63	105	29	86	354	317	35	2	354	17	23	0	40
Aegon Life Ins.Co.Ltd.	17	67	84	6	10	33	3	26	78	60	17	1	78	4	2	0	6
Ageas Federal Life Ins.Co.Ltd.	12	94	106	25	14	28	6	28	101	74	24	3	101	4	1	0	5
Aviva Life Ins. Co. India Pvt. Ltd.	5	118	123	30	12	29	8	30	109	103	5	1	109	6	8	0	14
Bajaj Allianz Life Insurance Co. Ltd.	30	667	697	256	45	135	43	135	614	558	54	2	614	45	38	0	83
Bharti AXA Life Ins. Co. Ltd.	367	3475	3842	1287	502	809	106	622	3326	2869	436	21	3326	159	357	0	516
Canara HSBC Oriental Bank of Commerce Life Ins. Co. Ltd.	19	218	237	72	37	28	21	55	213	186	26	1	213	13	11	0	24
Edelweiss Tokio Life Ins. Co. Ltd.	50	559	609	103	107	167	38	96	511	443	63	5	511	32	66	0	98
Exide Life Insurance Company Ltd.	32	171	203	58	20	61	7	37	183	140	41	2	183	6	14	0	20
Future Generali India Life Ins. Co. Ltd.	47	332	379	66	57	120	10	75	328	272	52	4	328	23	28	0	51
HDFC Life Insurance Co. Ltd.	99	1458	1557	547	139	289	93	348	1416	1270	140	6	1416	74	67	0	141
ICICI Prudential Life Insurance Co. Ltd.	23	456	479	113	36	103	41	139	432	396	33	3	432	29	18	0	47
IndiaFirst Life Insurance Co. Ltd.,	126	935	1061	304	125	186	41	201	857	702	147	8	857	83	121	0	204
Kotak Mahindra Life Insurance Company	11	405	416	123	29	106	16	90	364	346	18	0	364	32	20	0	52
LIC of India	89	2226	2315	396	298	522	216	744	2176	2000	171	5	2176	71	68	0	139
Max Life insurance Co. Ltd.	35	815	850	221	97	155	61	215	749	692	56	1	749	43	58	0	101
PNB Metlife India Ins. Co. P. Ltd.	76	1359	1435	485	140	292	88	310	1315	1241	72	2	1315	61	59	0	120
Pramerica Life Ins.Co.Ltd.	2	74	76	7	8	35	4	17	71	69	1	1	71	2	3	0	5
Reliance Nippon Life Insurance Co. Ltd.	77	746	823	190	141	194	22	185	732	635	94	3	732	40	51	0	91
Sahara India Life Ins. Co. Ltd	0	3	3	0	1	0	0	2	3	3	0	0	3	0	0	0	0
SBI Life Insurance Co. Ltd.	33	621	654	91	119	187	54	168	619	577	40	2	619	24	11	0	35
Shriram Life Ins. Co. Ltd.	14	368	382	120	44	40	37	98	339	320	19	0	339	27	16	0	43
Star Union Dai-ichi-Life Ins. Co.	9	186	195	63	14	23	22	57	179	170	9	0	179	12	4	0	16
Tata AIA Life Insurance Co. Ltd.	13	447	460	100	46	74	36	161	417	398	14	5	417	28	15	0	43
Total	1206	16174	17380	4734	2104	3721	1002	3925	15486	13841	1567	78	15486	835	1059	0	1894