

Name of Training Institute	No. of agents who were trained	No . Of agents who were facing complaints from policy holders	Nature of complaint
ICALL SOFT (P) LTD. (ONLINE)	53399	23	
		10	Malpractices or unfair business practices
		6	Tampering, Corrections, forgery of proposal or related papers
		3	Product differs from what was requested or disclosed.
		2	Single premium Policy issued as Annual premium policy
		1	Illegitimate inducements offered
		1	Mode of premium payment differs from requested or disclosed
Grand Total	53399	23	