

Name of Training Institute	No. of agents who were trained	No. of agents who were facing complaints from policy holders	Nature of complaint
AVIVA LIFE INSURANCE COMPANY INDIA PVT. LTD. (OFFLINE)	4438	1	
		1	Tampering, Corrections, forgery of proposal or related papers
BIMA INSTITUTE OF INSURANCE (OFFLINE)	3586	1	
		1	Tampering, Corrections, forgery of proposal or related papers
BITCOM COLLEGE OF INSURANCE TRAINING	559	1	
		1	Misappropriation of premiums
Dummy Code issue to Indusind Channel during lissia migration, training not applicable	0	3	
		1	Malpractices or unfair business practices
		1	Single premium Policy issued as Annual premium policy
		1	Tampering, Corrections, forgery of proposal or related papers
Dummy Code issue to online channel, training not applicable	0	2	
		1	Malpractices or unfair business practices
		1	Premium paying period projected is different from actual
Dummy Code issue to RGB Channel during lissia migration, training not applicable	0	1	
			Premium paying period projected is different from actual

ICALL SOFT (P) LTD. (ONLINE)	57136	32	
		1	Intermediary did not provide material information concerning proposed cover
		15	Malpractices or unfair business practices
		4	Misappropriation of premiums
		3	Single premium Policy issued as Annual premium policy
		9	Tampering, Corrections, forgery of proposal or related papers
NIS SPARTA LIMITED	14148	2	
		1	Malpractices or unfair business practices
		1	Tampering, Corrections, forgery of proposal or related papers
PIONEER INSTITUTE OF INSURANCE (OFFLINE)	496	1	
		1	Tampering, Corrections, forgery of proposal or related papers
RNIS COLLEGE OF INSURANCE (OFFLINE)	9440	2	
		1	Free look refund not paid
		1	Malpractices or unfair business practices
Training not provided to Brokers	0	3	
		1	Malpractices or unfair business practices
		1	Product differs from what was requested or disclosed.
		1	Tampering, Corrections, forgery of proposal or related papers
Training not provided to referral partners	0	11	
		8	Malpractices or unfair business practices
		2	Premium paying period projected is different from actual
		1	Single premium Policy issued as Annual premium policy

Transfer from other insurer, training not provided to transfer cases	1258	2	
		1	Malpractices or unfair business practices
		1	Tampering, Corrections, forgery of proposal or related papers
Grand Total	91061	62	