

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)	56703	30	
		6	False representation of product
		1	Intermediary did not provide material information concerning proposed cover
		4	Multiple issues: If more than one concern raised by client
		3	Premium paying period projected is different from actual
		1	Product differs from what was requested or disclosed.
		1	Selling new policy by misguiding the client he does have need to pay any more premium and the same will be automatically transferred from old policy.
		3	Service issues by agent
		3	Single premium Policy issued as Annual premium policy
		1	Taking new policy would impact older policies such as charges would be waived etc
		7	Tampering, Corrections, forgery of proposal or related papers
MIT	3465	1	
		1	Premium paying period projected is different from actual
NIS SPARTA LIMITED	14148	1	
		1	Taking new policy would impact older policies such as charges would be waived etc
TAURUS INSTITUTE OF INSURANCE TRAINING (OFFLINE)	4388	1	
		1	Misappropriation of premiums
VISION INSURANCE ACADEMY (OFFLINE)	2875	1	
		1	False representation of product

H.P.INSTITUTE OF INSURANCE (OFFLINE)	2725	1	
		1	Misappropriation of premiums
Transfer from other insurer, training not provided to transfer cases	1258	1	
		1	False representation of product
Grand Total	85562	36	