

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)	68396	11	
		1	False information regarding policy term
		1	False information regarding premium payment term
		1	False information regarding type of product
		1	False information regarding Fund Swap/Insurance Portability
		1	False projection of Surrender value by Sales representative
		2	Illegitimate inducements offered
		1	Service issues by Aviva Sales/FPA
		2	Tampering, Corrections, forgery of signature/documents
		1	Wrong product sold
Grand Total	68396	11	