

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)	57672	30	
		19	Malpractices or unfair business practices
		1	Misappropriation of premiums
		2	Premium paying period projected is different from actual
		1	Product differs from what was requested or disclosed.
		2	Single premium Policy issued as Annual premium policy
		5	Tampering, Corrections, forgery of proposal or related papers
MAHARASHTRA INSTITUTE OF TECHNOLOGY (OFFLINE)	844	1	
		1	Malpractices or unfair business practices
MIT	3465	1	
		1	Tampering, Corrections, forgery of proposal or related papers
NIS SPARTA LIMITED	14148	2	
		1	Misappropriation of premiums
		1	Tampering, Corrections, forgery of proposal or related papers
TAURUS INSTITUTE OF INSURANCE TRAINING (OFFLINE)	4388	1	
		1	Malpractices or unfair business practices
Transfer case hence training not required	0	1	
		1	Premium paying period projected is different from actual
AVARAN INSURANCE TRAINING INSTITUTE (OFFLINE)	569	1	
		1	Misappropriation of premiums

Code issue to Referral channel, training not applicable	0	2	
		1	Malpractices or unfair business practices
		1	Premium paying period projected is different from actual
Code issued to Broker , Training Not applicable	0	3	
		2	Malpractices or unfair business practices
		1	Mode of premium payment differs from requested or disclosed
Dummy Code issue to ABN AMRO Channel during lissia migration, training not applicable	0	5	
		3	Malpractices or unfair business practices
		1	Proposed Insurance not in the interest of proposer
		1	Surrender value projected is different from actual
Dummy Code issue to CBOP Channel during lissia migration, training not applicable	0	8	
		4	Malpractices or unfair business practices
		3	Single premium Policy issued as Annual premium policy
		1	Spurios Calls or Hoax Calls
Dummy Code issue to Indusind Channel during lissia migration, training not applicable	0	3	
		2	Malpractices or unfair business practices
		1	Surrender value projected is different from actual
Dummy Code issue to online channel, training not applicable	0	6	
		1	Intermediary did not provide material information concerning proposed cover

		3	Malpractices or unfair business practices
		1	Product differs from what was requested or disclosed.
		1	Single premium Policy issued as Annual premium policy
Dummy Code issue to Referral channel, training not applicable	0	1	
		1	Malpractices or unfair business practices
Grand Total	81086	65	