

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	Malpractices or unfair business practices
ICALL SOFT (P) LTD. (ONLINE)	62750	24	
		1	Illegitimate inducements offered
		12	Malpractices or unfair business practices
		1	Mode of premium payment differs from requested or disclosed
		2	Premium paying period projected is different from actual
		5	Single premium Policy issued as Annual premium policy
		3	Tampering, Corrections, forgery of proposal or related papers
NIS SPARTA LIMITED	14148	1	
		1	Malpractices or unfair business practices
Grand Total	81336	26	