

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)		20	
		5	False representation of product
		3	Product differs from what was requested or disclosed.
		2	Single premium Policy issued as Annual premium policy
		2	Taking new policy would impact older policies such as charges would be waived etc
		2	Misappropriation of premiums
		2	Tampering, Corrections, forgery of proposal or related papers
		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.

		1	Not satisfied with the FV or SV as agent has not disclosed the charges.
		1	If assured returns were promised
		1	Premium paying period projected is different from actual
<b>PRIME ACADEMY (OFFLINE)</b>		<b>2</b>	
		1	Tampering, Corrections, forgery of proposal or related papers
		1	If assured returns were promised
<b>RNIS COLLEGE OF INSURANCE (OFFLINE)</b>		<b>2</b>	
		1	Guaranteed returns offered but not projected in the policy
		1	False representation of product
<b>NIS SPARTA LIMITED</b>		<b>1</b>	
		1	Single premium Policy issued as Annual premium policy
<b>Grand Total</b>		<b>25</b>	