

Name of Training Institute	No. of agents who were trained	No. of agents who were facing complaints from policy	Nature of complaint
AVIVA LIFE INSURANCE COMPANY INDIA PVT. LTD. (OFFLINE)	4438	2	
		1	Malpractices or unfair business practices
		1	Premium paying period projected is different from actual
ICALL SOFT (P) LTD. (ONLINE)	57672	27	
		1	Intermediary did not provide material information concerning proposed cover
		11	Malpractices or unfair business practices
		3	Misappropriation of premiums
		1	Mode of premium payment differs from requested or disclosed
		3	Premium paying period projected is different from actual
		1	Product differs from what was requested or disclosed.
		3	Single premium Policy issued as Annual premium policy
		2	Spurious Calls or Hoax Calls
		2	Tampering, Corrections, forgery of proposal or related papers
Code issued to Broker , Training Not applicable	0	3	
		1	Premium paying period projected is different from actual
		1	Proposed Insurance not in the interest of proposer
		1	Tampering, Corrections, forgery of proposal or related papers
Code issued to Emp , Training Not applicable	0	1	
		1	Malpractices or unfair business practices

Code issued to IMF , Training Not applicable	0	1	
		1	Malpractices or unfair business practices
Dummy Code issue to ABN AMRO Channel during lissia migration, training not applicable	0	2	
		1	Malpractices or unfair business practices
		1	Proposed Insurance not in the interest of proposer
Dummy Code issue to CBOP Channel during lissia migration, training not applicable	0	7	
		3	Malpractices or unfair business practices
		1	Premium paying period projected is different from actual
		1	Product differs from what was requested or disclosed.
		1	Proposed Insurance not in the interest of proposer
		1	Single premium Policy issued as Annual premium policy
Dummy Code issue to Indusind Channel during lissia migration, training not applicable	0	5	
		1	Intermediary did not provide material information concerning proposed cover
		1	Malpractices or unfair business practices
		1	Misappropriation of premiums
		2	Single premium Policy issued as Annual premium policy
Dummy Code issue to online channel, training not applicable	0	2	

		1	Product differs from what was requested or disclosed.
		1	Proposed Insurance not in the interest of proposer
Dummy Code issue to RBSC Channel during lissia migration, training not applicable	0	1	
		1	Spurious Calls or Hoax Calls
Dummy Code issue to Referral channel, training not applicable	0	3	
		1	Malpractices or unfair business practices
		1	Product differs from what was requested or disclosed.
		1	Tampering, Corrections, forgery of proposal or related papers
Dummy Code issue to RGB channel, training not applicable	0	1	
		1	Tampering, Corrections, forgery of proposal or related papers
Dummy Code issue to RGBC Channel during lissia migration, training not applicable	0	1	
		1	Misappropriation of premiums
KNOWLEDGE NETWORK INDIA	3394	1	
		1	Malpractices or unfair business practices
NET BIOS COMPUTER ACADEMY (OFFLINE)	60	1	
		1	Malpractices or unfair business practices
NIS SPARTA LIMITED	14148	2	
		1	Malpractices or unfair business practices
		1	Product differs from what was requested or disclosed.

STERLING INSURANCE SERVICES (OFFLINE)	3019	1	
		1	Premium paying period projected is different from actual
TAURUS INSTITUTE OF INSURANCE TRAINING (OFFLINE)	4388	1	
		1	Premium paying period projected is different from actual
Grand Total		62	