

| 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 | Tampering, Corrections, forgery of proposal or related papers |
| BIMA INSTITUTE OF INSURANCE (OFFLINE) | 3586 | 1 | |
| | | 1 | Malpractices or unfair business practices |
| ICALL SOFT (P) LTD. (ONLINE) | 59088 | 41 | |
| | | 15 | Malpractices or unfair business practices |
| | | 6 | Misappropriation of premiums |
| | | 4 | Premium paying period projected is different from actual |
| | | 2 | Product differs from what was requested or disclosed. |
| | | 1 | Proposed Insurance not in the interest of proposer |
| | | 4 | Single premium Policy issued as Annual premium policy |
| | | 2 | Surrender value projected is different from actual |
| | | 7 | Tampering, Corrections, forgery of proposal or related papers |
| MNYL INSURANCE INSTITUTE | 116 | 1 | |
| | | 1 | Malpractices or unfair business practices |
| NIS SPARTA LIMITED | 14148 | 2 | |
| | | 1 | Malpractices or unfair business practices |
| | | 1 | Premium paying period projected is different from actual |
| PRIME ACADEMY (OFFLINE) | 2315 | 3 | |
| | | 3 | Malpractices or unfair business practices |

| | | | |
|---|--------------|-----------|---|
| TAURUS INSTITUTE OF INSURANCE TRAINING (OFFLINE) | 4388 | 1 | |
| | | 1 | Premium paying period projected is different from actual |
| Grand Total | 88079 | 50 | |