

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)	59088	43	
		1	Intermediary did not provide material information concerning proposed cover
		15	Malpractices or unfair business practices
		1	Misappropriation of premiums
		8	Premium paying period projected is different from actual
		5	Product differs from what was requested or disclosed.
		3	Proposed Insurance not in the interest of proposer
		3	Single premium Policy issued as Annual premium policy
		7	Tampering, Corrections, forgery of proposal or related papers
AVIVA LIFE INSURANCE COMPANY INDIA PVT. LTD. (OFFLINE)	4438	1	
		1	Malpractices or unfair business practices
NIS SPARTA LIMITED	14148	1	
		1	Premium paying period projected is different from actual
STERLING INSURANCE SERICES (OFFLINE)	3019	1	
		1	Spurios Calls or Hoax Calls
Grand Total	80693	46	