

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	24	
		2	Intermediary did not provide material information concerning proposed cover
		5	Malpractices or unfair business practices
		2	Misappropriation of premiums
		2	Premium paying period projected is different from actual
		6	Single premium Policy issued as Annual premium policy
		7	Tampering, Corrections, forgery of proposal or related papers
NIS SPARTA LIMITED	14148	1	
		1	Single premium Policy issued as Annual premium policy
Grand Total	73236	25	