

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)	4,438	1	
		1	Malpractices or unfair business practices
BIMA INSTITUTE OF INSURANCE (OFFLINE)	3,586	1	
		1	Premium paying period projected is different from actual
ICALL SOFT (P) LTD. (ONLINE)	62,750	29	
		1	Illegitimate inducements offered
		10	Malpractices or unfair business practices
		2	Mode of premium payment differs from requested or disclosed
		1	Premium paying period projected is different from actual
		4	Product differs from what was requested or disclosed.
		1	Proposed Insurance not in the interest of proposer
		9	Tampering, Corrections, forgery of proposal or related papers
		1	Term(Period) of the policy is different/altered without consent
NIS SPARTA LIMITED	14,148	2	
		1	Misappropriation of premiums
		1	Premium paying period projected is different from actual
Grand Total	84,922	33	