

Name of Training Institute	No. of agents who were trained	No . of agents who were facing complaints from policy holders	Nature of complaint
H.P.INFOTECH INTERNATIONAL (OFFLINE)	1260	1	
		1	Malpractices or unfair business practices
H.P.INSTITUTE OF INSURANCE (OFFLINE)	2725	1	
		1	Tampering, Corrections, forgery of proposal or related papers
ICALL SOFT (P) LTD. (ONLINE)	62750	35	
		2	Illegitimate inducements offered
		3	Intermediary did not provide material information concerning proposed cover
		14	Malpractices or unfair business practices
		2	Misappropriation of premiums
		3	Premium paying period projected is different from actual
		1	Product differs from what was requested or disclosed.
		6	Single premium Policy issued as Annual premium policy
		1	Spurious Calls or Hoax Calls
		1	Surrender value projected is different from actual
		2	Tampering, Corrections, forgery of proposal or related papers
NIS SPARTA LIMITED	14148	2	
		2	Malpractices or unfair business practices
Grand Total	80883	39	