Name of the Insurer: **Acko Life Insurance Limited**

Registration No.: 164

A. Grievances redressed by ageing bucket

#	Metric × Ageing bucket	FY 2026-27 (Upto Aug'26)	FY 2025-26	FY 2024-25	FY 2023-24
1	Number redressed — within 15 days	9	19	31	0
2	Number redressed — within 30 days	0	1	0	0
3	Number redressed — within 60 days	0	0	0	0
4	Number redressed — beyond 60 days	0	0	0	0
5	Number redressed — unaddressed	0	0	0	0
6	Proportion (%) redressed — within 15 days	100%	95%	100%	0
7	Proportion (%) redressed — within 30 days	0	5%	0	0
8	Proportion (%) redressed — within 60 days	0	0	0	0
9	Proportion (%) redressed — beyond 60 days	0	0	0	0
10	Proportion (%) redressed — unaddressed	0	0	0	0

B. Volume summary

#	Metric	FY 2026-27 (Upto Aug'26)	FY 2025-26	FY 2024-25	FY 2023-24
1	Service requests received	2	4	4	0
2	Service requests upgraded to grievance (>7 days)	0	0	0	0