

**ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED**

**FORM L-41 GRIEVANCE DISPOSAL Annual  
GRIEVANCE DISPOSAL SCHEDULE**

**Date: 31st March 2011**

<b>SI No.</b>	<b>Particulars</b>	<b>Opening Balance *</b>	<b>Additions</b>	<b>Complaints Resolved</b>	<b>Complaints Pending</b>
<b>1</b>	<b>Complaints made by customers</b>	<b>1943</b>	<b>48802</b>	<b>49919</b>	<b>826</b>
a)	Sales Related	1327	36212	37303	236
b)	New Busines Related	17	3187	3174	30
c)	Policy Servcing related	407	4869	5274	2
d)	Others	6	2503	2318	191
e)	Advisor Servicing related	186	2031	1850	367
	<b>Total Number</b>	<b>1943</b>	<b>48802</b>	<b>49919</b>	<b>826</b>

  

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	400	0	400
b)	Greater than 15 days	426	0	426
	<b>Total Number</b>	<b>826</b>	<b>0</b>	<b>826</b>

Opening balance has been revised from 1875 to 1943 as company grievance policy was revised in September 2010 to include legal notice.

\* Grievances with "No" policy details & Legal notice / Ombudsman cases have been included in 'Others'.

\* 'Claims' numbers now include grievances related to Survival Benefit, Death & Health claims, Maturity claims, Surrender and Foreclosure.

\* Complaints by intermediaries have been included in 'Sales Related'

**ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED**

**FORM L-41 GRIEVANCE DISPOSAL Quarterly  
GRIEVANCE DISPOSAL SCHEDULE**

**Date: 31st March 2011**

<b>SI No.</b>	<b>Particulars</b>	<b>Opening Balance *</b>	<b>Additions</b>	<b>Complaints Resolved</b>	<b>Complaints Pending</b>
<b>1</b>	<b>Complaints made by customers</b>	<b>1965</b>	<b>13171</b>	<b>14310</b>	<b>826</b>
	a) Sales Related	1013	8947	9724	236
	b) New Busines Related	136	1399	1505	30
	c) Policy Servcing related	197	1788	1983	2
	d) Others	254	558	621	191
	e) Advisor Servicing related	365	479	477	367
	<b>Total Number</b>	<b>1965</b>	<b>13171</b>	<b>14310</b>	<b>826</b>
<b>2</b>	<b>Duration wise Pending Status</b>	<b>made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>	
	a) Less than 15 days	400	0	400	
	b) Greater than 15 days	426	0	426	
	<b>Total Number</b>	<b>826</b>	<b>0</b>	<b>826</b>	

\* Grievance classification in the 5 categories have been redefined. Hence, the opening balance numbers will vary from the previous Quarter.

\* Grievances with 'No policy details' & Legal / Ombudsman have been included in 'Others'.

\* ""Claims"" numbers now include grievances related to Survival Benefit, Death & Health claims, Maturity claims, Surrender and Foreclosure.