

**ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED**

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

**Date: 30th June 2011**

<b>Sr.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>826</b>	<b>8793</b>	<b>8977</b>	<b>642</b>
a)	Sales Related	236	6145	6185	196
b)	New Busines Related	30	573	601	2
c)	Policy Servcing related	2	1349	1330	21
d)	Claims	191	386	571	6
e)	Others	367	340	290	417
	<b>Total Number</b>	<b>826</b>	<b>8793</b>	<b>8977</b>	<b>642</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	245	0	245	
b)	Greater than 15 days	397	0	397	
	<b>Total Number</b>	<b>642</b>	<b>0</b>	<b>642</b>	

\* Grievances with Legal / Ombudsman have been included in others.

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

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<b>Sl 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>1849</b>	<b>10305</b>	<b>10571</b>	<b>1583</b>
a)	Sales Related	1213	8283	8468	1028
b)	New Busines Related	54	134	169	19
c)	Policy Servcing related	484	1781	1918	347
d)	Others	98	107	16	189
<b>2</b>	<b>Complaints made by intermediaries</b>	<b>26</b>	<b>88</b>	<b>105</b>	<b>9</b>
a)	Advisor Servicing related	26	88	105	9
	<b>Total Number</b>	<b>1875</b>	<b>10393</b>	<b>10676</b>	<b>1592</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>made by</b>	<b>made by</b>	<b>Total</b>
a)	Less than 15 days	992	7	999
b)	Greater than 15 days	591	2	593
	<b>Total Number</b>	<b>1583</b>	<b>9</b>	<b>1592</b>

\* Opening balance should tally with the closing balance of the previous financial year.

# As per the new IRDA Grievance definition letters/ Emails/ Calls expressing Dis- satisfaction to Directors, Head customer service, Functional head, Grievance redressal officer or GRC, Complaints forwarded to IRDA & Ombudsman, Any fraudulent transaction, Any dispute of product features, changes on policy or False promise made (Policy mis- sold) should be consider as Grievance . This change in definition has resulted in difference in opening balance for this quarter.