

## PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: June 2015

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD June	Complaints resolved / settled during the quarter			Complaints pending at the end of June 2015	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	4	43	0	4	39	4	43
b	Policy Servicing	-	26	8	9	9	-	26
c	Proposal Processing	1	19	15	3	2	-	19
d	Survival claims	-	60	28	10	22	-	60
e	ULIP Related	2	88	14	6	67	3	88
f	Unfair Business Practices	29	1874	630	140	1097	36	1,874
g	Others	-	73	24	10	39	-	73
	<b>Total Complaints</b>	<b>36</b>	<b>2,183</b>	<b>719</b>	<b>182</b>	<b>1,275</b>	<b>43</b>	<b>2,183</b>

2	Total No. of policies during previous year	639,137
3	Total No. of claims during previous year	87,964
4	Total No. of policies during current year	97,506
5	Total No. of claims during current year	20,038
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	212
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	58

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	35	0	35
b	7-15 days	6	0	6
c	15-30 days	1	0	1
d	30-90 days	1	0	1
e	90 days and beyond	0	0	0
	<b>Total No. of Complaints</b>	<b>43</b>	<b>0</b>	<b>43</b>

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: June 2015

Sr. No	Particulars	Opening balance as on beginning of the quarter	Additions during the quarter	Complaints resolved / settled during the quarter			Complaints pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	4	43	0	4	39	4	43
b	Policy Servicing	-	26	8	9	9	-	26
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b	7-15 days	6	0	6
c	15-30 days	1	0	1
d	30-90 days	1	0	1
e	90 days and beyond	0	0	0
	Total No. of Complaints	43	0	43