

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: September 2015

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD September	Complaints resolved / settled during the quarter			Complaints pending at the end of September 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	74	4	6	67	1	74
b	Policy Servicing	-	58	17	16	25	-	58
c	Proposal Processing	1	42	23	10	10	-	42
d	Survival claims	-	156	63	23	70	-	156
e	ULIP Related	2	160	32	11	117	2	160
f	Unfair Business Practices	29	3820	1341	288	2178	42	3,820
g	Others	-	190	60	37	93	-	190
	Total Complaints	36	4,500	1,540	391	2,560	45	4,500

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	232,549
5	Total No. of claims during current year	44,621
	Total No. of policy complaints (Current year) per 10,000 policies (current year)	182
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	60

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	39	0	39
b	7-15 days	4	0	4
c	15-30 days	2	0	2
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	45	0	45

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: September 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	31	4	2	28	1	74
b	Policy Servicing	-	32	9	7	16	-	58
c	Proposal Processing	-	23	8	7	8	-	42
d	Survival claims	-	96	35	13	48	-	156
e	ULIP Related	3	72	18	5	50	2	160
f	Unfair Business Practices	36	1946	711	148	1081	42	3,820
g	Others	-	117	36	27	54	-	190
	Total Complaints	43	2,317	821	209	1,285	45	4,500

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3	Total No. of claims during previous year	87,964
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5	Total No. of claims during current year	44,621
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a	Upto 7 days	39	0	39
b	7-15 days	4	0	4
c	15-30 days	2	0	2
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	45	0	45