

ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

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

Date: 30th September 2012

Sr.No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	37	4184	4197	21
a)	Sales Related	22	6828	6832	18
b)	New Business Related	0	549	547	2
c)	Policy Servicing related	0	872	871	1
d)	Claims	0	154	154	0
e)	Others	15	416	431	0
	Total Number	37	8819	8835	21

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	21	0	21
b)	Greater than 15 days	0	0	0
	Total Number	21	0	21

* Grievances with Legal related, Advisor related and prospect with generic query have been included in others.

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

ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

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

Date: 30th September 2012

Sr.No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	24	4635	4638	21
a)	Sales Related	11	3669	3662	18
b)	New Busines Related	0	252	250	2
c)	Policy Servcing related	1	416	416	1
d)	Claims	1	75	76	0
e)	Others	11	223	234	0
	Total Number	24	4635	4638	21

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	21	0	21
b)	Greater than 15 days	0	0	0
	Total Number	21	0	21

* Grievances with Legal related, Advisor related and prospect with generic query have been included in others.

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