

FORM L-41 GREIVANCE DISPOSAL**Insurer: ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED****Date: 31st March 2008****GRIEVANCE DISPOSAL****(Rs in Lakhs)**

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	56	2511	2466	101
a)	Sales Related	28	597	586	39
b)	New Busines Related	13	556	546	23
c)	Policy Servcing related	14	1193	1171	36
d)	Claim Servicing related	0	147	145	2
e)	Others	1	18	18	1
2	Complaints made by intermediaries	5	414	401	18
a)	Advisor Servicing related	5	414	401	18
	Total Number	61	2925	2867	119

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	87	12	99
b)	Greater than 15 days	14	6	20
	Total Number	101	18	119

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