

**ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED**

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

**Date: 31st December 2010**

<b>SI 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>2269</b>	<b>12302</b>	<b>12606</b>	<b>1965</b>
	a) Sales Related	1445	8351	8737	1059
	b) New Busines Related	61	857	819	99
	c) Policy Servcing related	481	2775	2789	467
	d) Others	282	319	261	340
<b>2</b>	<b>Complaints made by intermediaries</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>
	a) Advisor Servicing related	1	0	1	0
	<b>Total Number</b>	<b>2270</b>	<b>12302</b>	<b>12607</b>	<b>1965</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	1059	0	1059
	b) Greater than 15 days	906	0	906
	<b>Total Number</b>	<b>1965</b>	<b>0</b>	<b>1965</b>

# As per the new IRDA Grievance definition Legal notice data has been added this quarter resulting in difference in opening balance

# As per the new IRDA Grievance definition Advisor related grievances have been excluded with effect from August 1, 2010

# All the numbers reported above are non unique grievance / complaints