

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: June 2014

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 2014	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	2	42	4	7	29	4	42
b	Policy Servicing	-	31	13	9	9	-	31
c	Proposal Processing	-	39	16	6	17	-	39
d	Survival claims	-	77	8	13	56	-	77
e	ULIP Related	2	106	13	11	81	3	106
f	Unfair Business Practices	27	3,039	467	273	2,237	89	3,039
g	Others	-	95	25	23	47	-	95
	Total Complaints	31	3,429	546	342	2,476	96	3,429

2	Total No. of policies during previous year	778,911
3	Total No. of claims during previous year	97,407
4	Total No. of policies during current year	150,401
5	Total No. of claims during current year	17,528
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	220
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	83

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	78	0	78
b	7-15 days	7	0	7
c	15-30 days	4	0	4
d	30-90 days	7	0	7
e	90 days and beyond	0	0	0
	Total No. of Complaints	96	0	96

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: June 2014

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		
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