

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: March 2016

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD March 2016*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of March 2016	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
<b>a</b>	Death Claims	4	129	12	10	111	-	129
<b>b</b>	Policy Servicing	-	112	40	17	55	-	112
<b>c</b>	Proposal Processing	1	92	44	13	36	-	92
<b>d</b>	Survival claims	-	292	122	36	134	-	292
<b>e</b>	ULIP Related	2	295	57	15	225	-	295
<b>f</b>	Unfair Business Practices	29	7,566	2,822	482	4,265	26	7,566
<b>g</b>	Others	-	385	110	51	224	-	385
	<b>Total Complaints</b>	<b>36</b>	<b>8,871</b>	<b>3,207</b>	<b>624</b>	<b>5,050</b>	<b>26</b>	<b>8,871</b>

<b>2</b>	Total No. of policies during previous year	639,137
<b>3</b>	Total No. of claims during previous year	87,964
<b>4</b>	Total No. of policies during current year	580,685
<b>5</b>	Total No. of claims during current year	95,513
<b>6</b>	Total No. of policy complaints (Current year) per 10,000 policies (current year)	145
<b>7</b>	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	50

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
<b>a</b>	Upto 7 days	24	0	24
<b>b</b>	7-15 days	2	0	2
<b>c</b>	15-30 days	0	0	0
<b>d</b>	30-90 days	0	0	0
<b>e</b>	90 days and beyond	0	0	0
	<b>Total No. of Complaints</b>	<b>26</b>	<b>0</b>	<b>26</b>

\*Duplicate grievance calls have been excluded on March 25, 2016 on the basis of IRDAI circular dated March 10, 2016 with Ref: IRDAI/CAD/IGMS/2015-16

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: March 2016

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		
<b>1</b>	<b>Complaints made by customers</b>							
<b>a</b>	Death Claims	1	27	3	4	21	-	129
<b>b</b>	Policy Servicing	1	30	12	1	18	-	112
<b>c</b>	Proposal Processing	1	35	18	2	16	-	92
<b>d</b>	Survival claims	-	68	28	4	36	-	292
<b>e</b>	ULIP Related	-	70	9	2	59	-	295
<b>f</b>	Unfair Business Practices	32	1,980	780	105	1,101	26	7,566
<b>g</b>	Others	1	146	44	11	92	-	385
	<b>Total Complaints</b>	<b>36</b>	<b>2,356</b>	<b>894</b>	<b>129</b>	<b>1,343</b>	<b>26</b>	<b>8,871</b>

<b>2</b>	Total No. of policies during previous year	639,137
<b>3</b>	Total No. of claims during previous year	87,964
<b>4</b>	Total No. of policies during current year	580,685
<b>5</b>	Total No. of claims during current year	95,513
<b>6</b>	Total No. of policy complaints (Current year) per 10,000 policies (current year)	145
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8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
<b>a</b>	Upto 7 days	24	0	24
<b>b</b>	7-15 days	2	0	2
<b>c</b>	15-30 days	0	0	0
<b>d</b>	30-90 days	0	0	0
<b>e</b>	90 days and beyond	0	0	0
	<b>Total No. of Complaints</b>	<b>26</b>	<b>0</b>	<b>26</b>

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