

ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

FORM L-41 GRIEVANCE DISPOSAL YTD  
GRIEVANCE DISPOSAL SCHEDULE

Date: 31st December 2011

Sr.No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	826	12592	12833	33
	a) Sales Related	236	12212	12439	9
	b) New Busines Related	30	1596	1625	1
	c) Policy Servcing related	2	3247	3247	2
	d) Claims	191	830	1021	0
	e) Others	367	704	1050	21
	<b>Total Number</b>	<b>826</b>	<b>18589</b>	<b>19382</b>	<b>33</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	25	0	25
	b) Greater than 15 days	8	0	8
	<b>Total Number</b>	<b>33</b>	<b>0</b>	<b>33</b>

\* Grievances with Legal related 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: 31st December 2011**

<b>Sr.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>90</b>	<b>3799</b>	<b>3856</b>	<b>33</b>
	a) Sales Related	38	1986	2015	9
	b) New Busines Related	2	556	557	1
	c) Policy Servcing related	3	910	911	2
	d) Claims	1	177	178	0
	e) Others	46	170	195	21
	<b>Total Number</b>	<b>90</b>	<b>3799</b>	<b>3856</b>	<b>33</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	25	0	25
	b) Greater than 15 days	8	0	8
	<b>Total Number</b>	<b>33</b>	<b>0</b>	<b>33</b>

\* Grievances with Legal related have been included in others.

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