

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: September 2014

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD September	Complaints resolved / settled during the quarter			Complaints pending at the end of September 2014	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a	Death Claims	2	74	12	13	50	1	74
b	Policy Servicing	-	52	22	15	14	1	52
c	Proposal Processing	-	63	32	10	21	-	63
d	Survival claims	-	127	19	20	86	2	127
e	ULIP Related	2	193	30	15	149	1	193
f	Unfair Business Practices	27	5713	843	421	4420	56	5,713
g	Others	-	143	36	31	76	-	143
	<b>Total Complaints</b>	<b>31</b>	<b>6,365</b>	<b>994</b>	<b>525</b>	<b>4,816</b>	<b>61</b>	<b>6,365</b>

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	330,421
5	Total No. of claims during current year	38,161
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	186
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	59

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	50	0	50
b	7-15 days	5	0	5
c	15-30 days	2	0	2
d	30-90 days	2	0	2
e	90 days and beyond	2	0	2
	<b>Total No. of Complaints</b>	<b>61</b>	<b>0</b>	<b>61</b>

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: September 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		
<b>1</b>	<b>Complaints made by customers</b>							
a	Death Claims	4	32	8	6	21	1	74
b	Policy Servicing	-	21	9	6	5	1	52
c	Proposal Processing	-	24	16	4	4	-	63
d	Survival claims	-	50	11	7	30	2	127
e	ULIP Related	3	87	17	4	68	1	193
f	Unfair Business Practices	89	2674	376	148	2183	56	5,713
g	Others	-	48	11	8	29	-	143
	<b>Total Complaints</b>	<b>96</b>	<b>2,936</b>	<b>448</b>	<b>183</b>	<b>2,340</b>	<b>61</b>	<b>6,365</b>

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	<b>Total No. of Complaints</b>	<b>61</b>	<b>0</b>	<b>61</b>