

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: YTD June 2013

Sr. No	Particulars	Opening balance as on being of the year	Additions YTD June	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		
1	Complaints made by customers							
a	Death Claims	-	41	1	17	18	5	41
b	Policy Servicing	-	55	27	13	15	-	55
c	Proposal Processing	-	83	60	8	14	1	83
d	Survival claims	-	86	21	23	42	-	86
e	ULIP Related	-	158	36	9	111	2	158
f	Unfair Business Practices	6	5,061	1,504	297	3,174	92	5,061
g	Others	-	91	24	33	33	1	91
	Total Complaints	6	5,575	1,673	400	3,407	101	5,575

2	Total No. of policies during previous year	960,178
3	Total No. of claims during previous year	66,430
4	Total No. of policies during current year	173,915
5	Total No. of claims during current year	18,074
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	312.28
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	79.67

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	80	-	80
b	7-15 days	20	-	20
c	15-30 days	-	-	-
d	30-90 days	1	-	1
e	90 days and beyond	-	-	-
	Total No. of Complaints	101	-	101

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: Q1-2014

Sr. No	Particulars	Opening balance as on being 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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