

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: December 2016

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD December 2016*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of December 2016	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	56	5	5	43	3	56
b	Policy Servicing	-	92	46	5	41	-	92
c	Proposal Processing	-	93	55	12	26	-	93
d	Survival claims	-	204	89	8	107	-	204
e	ULIP Related	-	152	39	5	108	-	152
f	Unfair Business Practices	26	3,990	1082	121	2806	7	3,990
g	Others	-	423	173	24	226	-	423
	Total Complaints	26	5,010	1,489	180	3,357	10	5,010

2	Total No. of policies during previous year	580,685
3	Total No. of claims during previous year	95,513
4	Total No. of policies during current year	477,430
5	Total No. of claims during current year	114,126
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	98
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	28

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	8	0	8
b	7-15 days	2	0	2
c	15-30 days	0	0	0
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	10	0	10

Grievance calls tagged as 'Duplicate' have been excluded

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: December 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		
1	Complaints made by customers							
a	Death Claims	-	20	-	2	15	3	56
b	Policy Servicing	-	36	24	3	9	-	92
c	Proposal Processing	-	30	18	3	9	-	93
d	Survival claims	2	54	29	2	25	-	204
e	ULIP Related	2	35	10	2	25	-	152
f	Unfair Business Practices	17	1,114	261	66	797	7	3,990
g	Others	2	87	35	3	51	-	423
	Total Complaints	23	1,376	377	81	931	10	5,010

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e	90 days and beyond	0	0	0
	Total No. of Complaints	10	0	10

Grievance calls tagged as 'Duplicate' have been excluded