

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: September 2016

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD September 2016*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of September 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	-	36	5	3	28	-	36
<b>b</b>	Policy Servicing	-	56	22	2	32	-	56
<b>c</b>	Proposal Processing	-	63	37	9	17	-	63
<b>d</b>	Survival claims	-	150	60	6	82	2	150
<b>e</b>	ULIP Related	-	117	29	3	83	2	117
<b>f</b>	Unfair Business Practices	26	2,876	821	55	2,009	17	2,876
<b>g</b>	Others	-	336	138	21	175	2	336
	<b>Total Complaints</b>	<b>26</b>	<b>3,634</b>	<b>1,112</b>	<b>99</b>	<b>2,426</b>	<b>23</b>	<b>3,634</b>

<b>2</b>	Total No. of policies during previous year	<b>580,685</b>
<b>3</b>	Total No. of claims during previous year	<b>95,513</b>
<b>4</b>	Total No. of policies during current year	<b>296,086</b>
<b>5</b>	Total No. of claims during current year	<b>62,885</b>
<b>6</b>	Total No. of policy complaints (Current year) per 10,000 policies (current year)	<b>115</b>
<b>7</b>	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	<b>36</b>

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
<b>a</b>	Upto 7 days	15	0	15
<b>b</b>	7-15 days	4	0	4
<b>c</b>	15-30 days	1	0	1
<b>d</b>	30-90 days	2	0	2
<b>e</b>	90 days and beyond	1	0	1
	<b>Total No. of Complaints</b>	<b>23</b>	<b>0</b>	<b>23</b>

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: September 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	2	21	2	2	19	-	36
<b>b</b>	Policy Servicing	-	28	11	1	16	-	56
<b>c</b>	Proposal Processing	1	19	12	1	7	-	63
<b>d</b>	Survival claims	-	64	26	1	35	2	150
<b>e</b>	ULIP Related	-	66	18	1	45	2	117
<b>f</b>	Unfair Business Practices	31	1,331	331	26	988	17	2,876
<b>g</b>	Others	1	125	46	8	70	2	336
	<b>Total Complaints</b>	<b>35</b>	<b>1,654</b>	<b>446</b>	<b>40</b>	<b>1,180</b>	<b>23</b>	<b>3,634</b>

<b>2</b>	Total No. of policies during previous year	<b>580,685</b>
<b>3</b>	Total No. of claims during previous year	<b>95,513</b>
<b>4</b>	Total No. of policies during current year	<b>296,088</b>
<b>5</b>	Total No. of claims during current year	<b>62,885</b>
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<b>e</b>	90 days and beyond	1	0	1
	<b>Total No. of Complaints</b>	<b>23</b>	<b>0</b>	<b>23</b>

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