

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: December 2018

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD December 2018*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of December 2018	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	53	2	3	47	1	53
b	Policy Servicing	-	156	70	6	80		156
c	Proposal Processing	-	202	78	7	116	1	202
d	Survival claims	-	167	68	4	95		167
e	ULIP Related	-	146	34	6	106		146
f	Unfair Business Practices	10	3,865	952	95	2824	4	3,865
g	Others	-	396	145	15	236		396
	Total Complaints	10	4,985	1,349	136	3,504	6	4,985

2	Total No. of policies during previous year	837,130
3	Total No. of claims during previous year	206,899
4	Total No. of policies during current year	626,361
5	Total No. of claims during current year	148,280
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	75
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	17

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	6	0	6
b	7-15 days	0	0	0
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	6	0	6

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 2018

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	1	18		1	17	1	53
b	Policy Servicing	-	41	20		21		156
c	Proposal Processing	-	38	22	4	11	1	202
d	Survival claims	1	41	17	1	24		167
e	ULIP Related	-	50	7	1	42		146
f	Unfair Business Practices	7	1154	272	12	873	4	3,865
g	Others	-	112	46	3	63		396
	Total Complaints	9	1,454	384	22	1,051	6	4,985

2	Total No. of policies during previous year	837,130
3	Total No. of claims during previous year	206,899
4	Total No. of policies during current year	626,361
5	Total No. of claims during current year	148,280
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8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	6	0	6
b	7-15 days	0	0	0
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	6	0	6

Grievance calls tagged as 'Duplicate' have been excluded