

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: September 2020

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD 'September 2020*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of September 2020	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	40	5	1	32	2	40
b	Policy Servicing	-	63	25	7	31	-	63
c	Proposal Processing	-	72	40	3	29	-	72
d	Survival claims	-	106	51	3	50	2	106
e	ULIP Related	-	13	1	-	12	-	13
f	Unfair Business Practices	-	806	245	20	540	1	806
g	Others	-	256	107	12	136	1	256
	Total Complaints	-	1,356	474	46	830	6	1,356

2	Total No. of policies during previous year	766,991
3	Total No. of claims during previous year	328,843
4	Total No. of policies during current year	278,903
5	Total No. of claims during current year	160,379
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	43
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	10

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	5	0	5
b	7-15 days	1	0	1
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: September 2020

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	30	3	1	25	2	40
b	Policy Servicing	-	34	11	5	18	-	63
c	Proposal Processing	-	26	14	2	10	-	72
d	Survival claims	-	69	37	3	27	2	106
e	ULIP Related	-	9	1	-	8	-	13
f	Unfair Business Practices	-	504	147	15	341	1	806
g	Others	1	137	58	8	71	1	256
	Total Complaints	2	809	271	34	500	6	1,356

2	Total No. of policies during previous year	766,991
3	Total No. of claims during previous year	328,843
4	Total No. of policies during current year	278,903
5	Total No. of claims during current year	160,379
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	43
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	10

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	5	0	5
b	7-15 days	1	0	1
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