

FORM L-41 GREIVANCE DISPOSAL

Insurer: ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

Date: 31st March 2010

GRIEVANCE DISPOSAL

(Rs in Lakhs)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	182	5409	5307	284
a)	Sales Related	71	2464	2407	128
b)	New Busines Related	23	615	591	47
c)	Policy Servcing related	67	2095	2055	107
d)	Claim Servicing related	20	202	220	2
e)	Others	1	33	34	0
2	Complaints made by intermediaries	18	513	509	22
a)	Advisor Servicing related	18	513	509	22
	Total Number	200	5922	5816	306

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	275	17	290
b)	Greater than 15 days	6	8	14
	Total Number	281	25	304

* Opening balance should tally with the closing balance of the previous financial year.