

ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

FORM L-41 GRIEVANCE DISPOSAL YTD
GRIEVANCE DISPOSAL SCHEDULE

Date: 30th June 2012

Sr.No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	37	4184	4197	24
	a) Sales Related	22	3159	3170	11
	b) New Busines Related	0	297	297	0
	c) Policy Servcing related	0	456	455	1
	d) Claims	0	79	78	1
	e) Others	15	193	197	11
	Total Number	37	4184	4197	24

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	18	0	18
	b) Greater than 15 days	6	0	6
	Total Number	24	0	24

* Grievances with Legal related and Advisor related have been included in others.

* 'Claims' numbers include grievances related to Survival Benefit, Death & Health claims, Maturity claims, Surrender and Foreclosure

ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

FORM L-41 GRIEVANCE DISPOSAL Quarterly
GRIEVANCE DISPOSAL SCHEDULE

Date: 30th June 2012

Sr.No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	37	4184	4197	24
a)	Sales Related	22	3159	3170	11
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