

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: December 2013

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD December	Complaints resolved / settled during the quarter			Complaints pending at the end of December 2013	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	0	144	7	60	74	3	144
b	Policy Servicing	0	122	58	31	33	-	122
c	Proposal Processing	0	207	156	15	35	1	207
d	Survival claims	0	195	50	37	107	1	195
e	ULIP Related	0	604	144	62	396	2	604
f	Unfair Business Practices	6	13,552	3,815	947	8,746	50	13,552
g	Others	0	300	70	67	161	2	300
	Total Complaints	6	15,124	4,300	1,219	9,552	59	15,124

2	Total No. of policies during previous year	960,178
3	Total No. of claims during previous year	66,430
4	Total No. of policies during current year	573,482
5	Total No. of claims during current year	69,381
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	257
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	56

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	45	0	45
b	7-15 days	11	0	11
c	15-30 days	3	0	3
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	59	0	59

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: December 2013

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	7	56	2	22	36	3	144
b	Policy Servicing	-	29	14	10	5	-	122
c	Proposal Processing	-	43	29	4	9	1	207
d	Survival claims	1	50	12	6	32	1	195
e	ULIP Related	3	222	50	28	145	2	604
f	Unfair Business Practices	99	3,877	992	277	2,657	50	13,552
g	Others	2	98	24	17	57	2	300
	Total Complaints	112	4,375	1,123	364	2,941	59	15,124

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a	Upto 7 days	45	0	45
b	7-15 days	11	0	11
c	15-30 days	3	0	3
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	59	0	59