

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: March 2015

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD March	Complaints resolved / settled during the quarter			Complaints pending at the end of March 2015	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	2	160	25	18	115	4	160
b	Policy Servicing	-	120	55	32	33	-	120
c	Proposal Processing	-	112	56	19	36	1	112
d	Survival claims	-	244	52	49	143	-	244
e	ULIP Related	2	314	51	25	238	2	314
f	Unfair Business Practices	27	10586	1813	714	8057	29	10,586
g	Others	-	260	70	49	141	-	260
	Total Complaints	31	11,796	2,122	906	8,763	36	11,796

2	Total No. of policies during previous year	778,911
3	Total No. of claims during previous year	97,407
4	Total No. of policies during current year	639,137
5	Total No. of claims during current year	87,964
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	177
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	51

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	28	0	28
b	7-15 days	4	0	4
c	15-30 days	2	0	2
d	30-90 days	2	0	2
e	90 days and beyond	0	0	0
	Total No. of Complaints	36	0	36

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: March 2015

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	2	47	4	5	36	4	160
b	Policy Servicing	-	38	18	9	11	-	120
c	Proposal Processing	1	24	16	2	6	1	112
d	Survival claims	1	58	15	15	29	-	244
e	ULIP Related	-	64	11	2	49	2	314
f	Unfair Business Practices	35	2313	648	170	1501	29	10,586
g	Others	-	59	21	7	31	-	260
	Total Complaints	39	2,603	733	210	1,663	36	11,796

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3	Total No. of claims during previous year	97,407
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e	90 days and beyond	0	0	0
	Total No. of Complaints	36	0	36