

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: December 2015

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD December 2015*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of December 2015	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	4	102	9	6	90	1	102
b	Policy Servicing	-	82	28	16	37	1	82
c	Proposal Processing	1	57	26	11	20	1	57
d	Survival claims	-	224	94	32	98	-	224
e	ULIP Related	2	225	48	13	166	-	225
f	Unfair Business Practices	29	5586	2,042	377	3,164	32	5,586
g	Others	-	239	66	40	132	1	239
	Total Complaints	36	6,515	2,313	495	3,707	36	6,515

2	Total No. of policies during previous year	639,137
3	Total No. of claims during previous year	87,964
4	Total No. of policies during current year	373,317
5	Total No. of claims during current year	68,110
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	165
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	54

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	31	0	31
b	7-15 days	1	0	1
c	15-30 days	-	0	-
d	30-90 days	4	0	4
e	90 days and beyond	-	0	-
	Total No. of Complaints	36	0	36

*Duplicate grievance calls have been excluded on March 25, 2016 on the basis of IRDAI circular dated March 10, 2016 with Ref: IRDAI/CAD/IGMS/2015-16

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: December 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	1	30	5	1	24	1	102
b	Policy Servicing	-	26	11	1	13	1	82
c	Proposal Processing	-	17	4	1	11	1	57
d	Survival claims	-	72	31	9	32	-	224
e	ULIP Related	2	65	16	2	49	-	225
f	Unfair Business Practices	42	1802	704	96	1012	32	5,586
g	Others	-	54	8	5	40	1	239
	Total Complaints	45	2,066	779	115	1,181	36	6,515

2	Total No. of policies during previous year	639,137
3	Total No. of claims during previous year	87,964
4	Total No. of policies during current year	373,317
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a	Upto 7 days	31	0	31
b	7-15 days	1	0	1
c	15-30 days	-	0	-
d	30-90 days	4	0	4
e	90 days and beyond	-	0	-
	Total No. of Complaints	36	0	36

*Duplicate grievance calls have been excluded on March 25, 2016 on the basis of IRDAI circular dated March 10, 2016 with Ref: IRDAI/CAD/GMS/2015-16