

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: March 2017

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD March 2017*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of March 2017	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
<b>a</b>	Death Claims	-	72	7	58	-	-	72
<b>b</b>	Policy Servicing	-	116	55	7	54	-	116
<b>c</b>	Proposal Processing	-	124	74	18	32	-	124
<b>d</b>	Survival claims	-	271	123	12	136	-	271
<b>e</b>	ULIP Related	-	223	55	11	156	1	223
<b>f</b>	Unfair Business Practices	26	5,341	1,373	220	3,761	13	5,341
<b>g</b>	Others	-	517	204	33	280	-	517
	<b>Total Complaints</b>	<b>26</b>	<b>6,664</b>	<b>1,891</b>	<b>308</b>	<b>4,477</b>	<b>14</b>	<b>6,664</b>

<b>2</b>	Total No. of policies during previous year	<b>580,685</b>
<b>3</b>	Total No. of claims during previous year	<b>95,513</b>
<b>4</b>	Total No. of policies during current year	<b>702,734</b>
<b>5</b>	Total No. of claims during current year	<b>182,346</b>
<b>6</b>	Total No. of policy complaints (Current year) per 10,000 policies (current year)	<b>89</b>
<b>7</b>	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	<b>22</b>

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
<b>a</b>	Upto 7 days	13	0	13
<b>b</b>	7-15 days	1	0	1
<b>c</b>	15-30 days	0	0	0
<b>d</b>	30-90 days	0	0	0
<b>e</b>	90 days and beyond	0	0	0
	<b>Total No. of Complaints</b>	<b>14</b>	<b>0</b>	<b>14</b>

Grievance calls tagged as 'Duplicate' have been excluded

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: March 2017

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		
<b>1</b>	<b>Complaints made by customers</b>							
a	Death Claims	3	16	2	2	15	-	72
b	Policy Servicing	-	24	9	2	13	-	116
c	Proposal Processing	-	31	19	6	6	-	124
d	Survival claims	-	67	34	4	29	-	271
e	ULIP Related	-	71	16	6	48	1	223
f	Unfair Business Practices	7	1,351	291	99	955	13	5,341
g	Others	-	94	31	9	54	-	517
	<b>Total Complaints</b>	<b>10</b>	<b>1,654</b>	<b>402</b>	<b>128</b>	<b>1,120</b>	<b>14</b>	<b>6,664</b>

<b>2</b>	<b>Total No. of policies during previous year</b>	<b>580,685</b>
<b>3</b>	<b>Total No. of claims during previous year</b>	<b>95,513</b>
<b>4</b>	<b>Total No. of policies during current year</b>	<b>702,734</b>
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c	15-30 days	0	0	0
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	<b>Total No. of Complaints</b>	<b>14</b>	<b>0</b>	<b>14</b>

Grievance calls tagged as 'Duplicate' have been excluded