PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: December 2017

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD December 2017*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of December 2017	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	79	5	13	59	2	79
b	Policy Servicing	-	128	67	13	48	-	128
c	Proposal Processing	-	164	111	30	22	1	164
d	Survival claims	-	227	135	14	78	-	227
e	ULIP Related	1	200	60	33	107	1	200
f	Unfair Business Practices	13	4,300	1084	396	2826	7	4,300
g	Others	-	340	114	25	201	-	340
	Total Complaints	14	5,438	1,576	524	3,341	11	5,438

2	Total No. of policies during previous year	702,734
3	Total No. of claims during previous year	182,346
4	Total No. of policies during current year	596,438
5	Total No. of claims during current year	140,014
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	86
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	23

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	4	0	4
b	7-15 days	7	0	7
c	15-30 days	0	0	0
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	11	0	11
Grievance calls tagged as 'Duplicate' have been excluded				

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: December 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		
1	Complaints made by customers							
a	Death Claims	-	30	3	2	23	2	79
b	Policy Servicing	-	45	21	3	21	-	128
c	Proposal Processing	1	47	31	5	11	1	164
d	Survival claims	-	85	49	2	34	-	227
e	ULIP Related	-	79	26	15	37	1	200
f	Unfair Business Practices	10	1512	378	138	999	7	4,300
g	Others	-	118	44	6	68	-	340
	Total Complaints	11	1,916	552	171	1,193	11	5,438

2	Total No. of policies during previous year	702,734
3	Total No. of claims during previous year	182,346
4	Total No. of policies during current year	596,438
5	Total No. of claims during current year	140,014
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	86
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	23

	8 Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	4	0	4
b	7-15 days	7	0	7
c	15-30 days	0	0	0
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	11	0	11
Grievance calls tagged as 'Duplicate' have been excluded				