

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: December 2019

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD `December 2019*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of December 2019	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	28	-	-	28	-	28
b	Policy Servicing	-	114	38	3	73	-	114
c	Proposal Processing	-	91	54	2	35	-	91
d	Survival claims	-	162	86	-	76	-	162
e	ULIP Related	-	77	18	-	59	-	77
f	Unfair Business Practices	2	2,101	576	17	1,508	2	2,101
g	Others	1	347	144	13	191	-	347
	Total Complaints	3	2,920	916	35	1,970	2	2,920

2	Total No. of policies during previous year	893,841
3	Total No. of claims during previous year	222,562
4	Total No. of policies during current year	556,552
5	Total No. of claims during current year	224,189
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	48
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	10

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	2	0	2
b	7-15 days	0	0	0
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	2	0	2

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: December 2019

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	-	5	-	-	5	-	28
b	Policy Servicing	-	47	16	-	31	-	114
c	Proposal Processing	-	38	28	-	10	-	91
d	Survival claims	-	52	37	-	15	-	162
e	ULIP Related	-	13	2	-	11	-	77
f	Unfair Business Practices	2	510	174	6	330	2	2,101
g	Others	-	113	44	5	64	-	347
	Total Complaints	2	778	301	11	466	2	2,920

2	Total No. of policies during previous year	893,841
3	Total No. of claims during previous year	222,562
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5	Total No. of claims during current year	224,189
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	48
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8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	2	0	2
b	7-15 days	0	0	0
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	2	0	2

Grievance calls tagged as 'Duplicate' have been excluded