

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: March 2020

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD `March 2020*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of March 2020	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	47	1	-	46	-	47
b	Policy Servicing	-	162	53	3	106	-	162
c	Proposal Processing	-	109	65	2	42	-	109
d	Survival claims	-	206	104	1	101	-	206
e	ULIP Related	-	88	20	-	68	-	88
f	Unfair Business Practices	2	2,642	749	25	1,870	-	2,642
g	Others	1	431	173	14	245	-	431
	Total Complaints	3	3,685	1,165	45	2,478	-	3,685

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	766,991
5	Total No. of claims during current year	328,843
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	44
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	9

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

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 2020

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	-	19	1	-	18	-	47
b	Policy Servicing	-	48	15	-	33	-	162
c	Proposal Processing	-	18	11	-	7	-	109
d	Survival claims	-	44	18	1	25	-	206
e	ULIP Related	-	11	2	-	9	-	88
f	Unfair Business Practices	2	541	173	8	362	-	2,642
g	Others	-	84	29	1	54	-	431
	Total Complaints	2	765	249	10	508	-	3,685

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	766,991
5	Total No. of claims during current year	328,843
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	44
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	9

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

Grievance calls tagged as 'Duplicate' have been excluded