

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

ICICI Prudential Life Insurance Co Ltd

GRIEVANCE DISPOSAL FOR THE QUATER ENDING: JUNE 2021

Sr No	Particulars	Opening balance as on beginning of the year	Additions Ytd June 2021*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of June 2021	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	5	52	8	2	47	0	52
b	Policy Servicing	0	38	18	3	17	0	38
c	Proposal Processing	0	32	13	1	18	0	32
d	Survival Claims	0	62	24	4	34	0	62
e	ULIP Related	0	7	3	0	4	0	7
f	Unfair Business Practices	3	461	111	11	339	3	461
g	Others	1	136	55	10	69	3	136
	Total Complaints	9	788	232	31	528	6	788

2	Total No. of policies during previous year	666073
3	Total No. of claims during previous year	449606
4	Total No. of policies during current year	120463
5	Total No. of claims during current year	101424
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	55
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	13

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	1	0	1
c	15-30 days	1	0	1
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	6	0	6

Grievance calls tagged as 'Duplicate' have been excluded

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