

FORM L-41 GREIVANCE DISPOSAL**Insurer: ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED****Date: 31st March 2009****GRIEVANCE DISPOSAL****(Rs in Lakhs)**

| SI No. | Particulars | Opening Balance * | Additions | Complaints Resolved | Complaints Pending |
|---------------|--|--------------------------|------------------|----------------------------|---------------------------|
| 1 | Complaints made by customers | 101 | 3317 | 3236 | 182 |
| a) | Sales Related | 39 | 1320 | 1288 | 71 |
| b) | New Busines Related | 23 | 435 | 435 | 23 |
| c) | Policy Servcing related | 36 | 1335 | 1304 | 67 |
| d) | Claim Servicing related | 2 | 217 | 199 | 20 |
| e) | Others | 1 | 10 | 10 | 1 |
| 2 | Complaints made by intermediaries | 18 | 483 | 483 | 18 |
| a) | Advisor Servicing related | 18 | 483 | 483 | 18 |
| | Total Number | 119 | 3800 | 3719 | 200 |

| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|----------|-------------------------------------|-------------------------------------|--|--------------|
| a) | Less than 15 days | 155 | 15 | 170 |
| b) | Greater than 15 days | 27 | 3 | 30 |
| | Total Number | 182 | 18 | 200 |

* Opening balance should tally with the closing balance of the previous financial year.