

ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

**FORM L-41 GRIEVANCE DISPOSAL
GRIEVANCE DISPOSAL SCHEDULE**

Date: 31st March 2011

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	1965	13171	14310	826
	a) Sales Related	1013	8947	9724	236
	b) New Busines Related	136	1399	1505	30
	c) Policy Servcing related	197	1788	1983	2
	d) Others	254	558	621	191
	e) Advisor Servicing related	365	479	477	367
	Total Number	1965	13171	14310	826

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	400	0	400
	b) Greater than 15 days	426	0	426
	Total Number	826	0	826

* Grievance classification in the 5 categories have been redefined. Hence, the opening balance numbers will vary from the previous Quarter.

* Grievances with 'No policy details' & Legal / Ombudsman have been included in 'Others'.

* "Claims" numbers now include grievances related to Survival Benefit, Death & Health claims, Maturity claims, Surrender and Foreclosure.