

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: Q2 FY2013

Date: September 30, 2012

Sr. No	Particulars	*Opening balance as on being 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	1	7	2	0	6	0	11
b	Policy Servicing	1	131	95	22	15	0	283
c	Proposal Processing	0	220	196	9	13	2	487
d	Survival claims	0	66	31	9	26	0	171
e	ULIP Related	0	264	135	10	119	0	486
f	Unfair Business Practices	11	3662	1759	170	1726	18	6838
g	Others	11	285	69	13	213	1	543
	Total Complaints	24	4635	2287	233	2118	21	8819

2	Total No. of policies during previous year	1,029,068
3	Total No. of claims during previous year	53,215
4	Total No. of policies during current year	424,219
5	Total No. of claims during current year	29,534
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	202.47
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	77.88

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	18	0	18
b	7-15 days	3	0	3
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	21	0	21

Signature _____

* Opening balance should tally with the closing balance of the previous quarter

Number of claims during the previous and current year includes claim volumes reported under Death Claims, Maturity Claims and Survival Claims

Claim related complaints under "Others" category have been considered for the claim ratio calculation

Legal related and advisor related grievances have been included in others

Legal notice replies asking for additional documents or information have been classified as "Rejected" due to lack of details