

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: December 2014

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD December 2014	Complaints resolved / settled during the quarter			Complaints pending at the end of December 2014	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	<b>Complaints made by customers</b>							
a	Death Claims	2	113	21	13	79	2	113
b	Policy Servicing	0	82	37	23	22	-	82
c	Proposal Processing	0	88	40	17	30	1	88
d	Survival claims	0	186	37	34	114	1	186
e	ULIP Related	2	250	40	23	189	0	250
f	Unfair Business Practices	27	8273	1165	544	6556	35	8,273
g	Others	0	201	49	42	110	-	201
	<b>Total Complaints</b>	<b>31</b>	<b>9,193</b>	<b>1,389</b>	<b>696</b>	<b>7,100</b>	<b>39</b>	<b>9,193</b>

2	Total No. of policies during previous year	778,911
3	Total No. of claims during previous year	97,407
4	Total No. of policies during current year	464,811
5	Total No. of claims during current year	59,435
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	191
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	56

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	31	0	31
b	7-15 days	3	0	3
c	15-30 days	2	0	2
d	30-90 days	2	0	2
e	90 days and beyond	1	0	1
	<b>Total No. of Complaints</b>	<b>39</b>	<b>0</b>	<b>39</b>

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: December 2014

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	1	39	7	0	31	2	113
b	Policy Servicing	1	30	15	8	8	-	82
c	Proposal Processing	-	25	8	7	9	1	88
d	Survival claims	2	59	18	14	28	1	186
e	ULIP Related	1	57	10	8	40	0	250
f	Unfair Business Practices	56	2560	322	123	2136	35	8,273
g	Others	-	58	15	11	32	-	201
	<b>Total Complaints</b>	<b>61</b>	<b>2,828</b>	<b>395</b>	<b>171</b>	<b>2,284</b>	<b>39</b>	<b>9,193</b>

2	Total No. of policies during previous year	778,911
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a	Upto 7 days	31	0	31
b	7-15 days	3	0	3
c	15-30 days	2	0	2
d	30-90 days	2	0	2
e	90 days and beyond	1	0	1
	<b>Total No. of Complaints</b>	<b>39</b>	<b>0</b>	<b>39</b>