

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: March 2019

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD March 2019*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of March 2019	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	67	3	3	61	-	67
b	Policy Servicing	-	203	92	7	104	-	203
c	Proposal Processing	-	224	95	7	122	-	224
d	Survival claims	-	201	78	4	119	-	201
e	ULIP Related	-	181	40	6	135	-	181
f	Unfair Business Practices	10	5,014	1,180	101	3,741	2	5,014
g	Others	-	497	182	18	296	1	497
	Total Complaints	10	6,387	1,670	146	4,578	3	6,387

2	Total No. of policies during previous year	837,130
3	Total No. of claims during previous year	206,899
4	Total No. of policies during current year	893,841
5	Total No. of claims during current year	222,562
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	68
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	14

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	2	0	2
b	7-15 days	1	0	1
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	3	0	3

Grievance calls tagged as 'Duplicate' have been excluded

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: March 2019

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	14	1	-	14	-	67
b	Policy Servicing	-	47	22	1	24	-	203
c	Proposal Processing	1	22	17	-	6	-	224
d	Survival claims	-	34	10	-	24	-	201
e	ULIP Related	-	35	6	-	29	-	181
f	Unfair Business Practices	4	1,149	228	6	917	2	5,014
g	Others	-	101	37	3	60	1	497
	Total Complaints	6	1,402	321	10	1,074	3	6,387

2	Total No. of policies during previous year	837,130
3	Total No. of claims during previous year	206,899
4	Total No. of policies during current year	893,841
5	Total No. of claims during current year	222,562
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b	7-15 days	1	0	1
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	3	0	3

Grievance calls tagged as 'Duplicate' have been excluded