

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: March 2021

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD 'March 2021*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of March 2021	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	100	12	1	82	5	100
b	Policy Servicing	-	154	64	9	81	-	154
c	Proposal Processing	-	126	70	7	49	-	126
d	Survival claims	-	308	154	5	149	-	308
e	ULIP Related	-	26	1	2	23	-	26
f	Unfair Business Practices	-	1,761	473	40	1,245	3	1,761
g	Others	-	601	227	19	354	1	601
	Total Complaints	-	3,076	1,001	83	1,983	9	3,076

2	Total No. of policies during previous year	766,991
3	Total No. of claims during previous year	328,843
4	Total No. of policies during current year	666,073
5	Total No. of claims during current year	449,606
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	39
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	10

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	7	0	7
b	7-15 days	0	0	0
c	15-30 days	2	0	2
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	9	0	9

*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 2021

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	-	40	5	-	30	5	100
b	Policy Servicing	-	42	16	1	25	-	154
c	Proposal Processing	-	26	15	2	9	-	126
d	Survival claims	-	99	53	-	46	-	308
e	ULIP Related	-	8	0	1	7	-	26
f	Unfair Business Practices	3	511	131	8	372	3	1,761
g	Others	-	193	65	6	121	1	601
	Total Complaints	3	919	285	18	610	9	3,076

2	Total No. of policies during previous year	766,991
3	Total No. of claims during previous year	328,843
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a	Upto 7 days	7	0	7
b	7-15 days	0	0	0
c	15-30 days	2	0	2
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	9	0	9

*Grievance calls tagged as 'Duplicate' have been excluded