

September 15, 2023

General Manager
Listing Department
BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai 400 001

Vice President
Listing Department
National Stock Exchange of India Limited
'Exchange Plaza',
Bandra-Kurla Complex,
Bandra (East), Mumbai 400 051

Dear Sir/Madam,

Subject: Intimation to investors on Online Dispute Resolution (ODR) mechanism

Pursuant to Regulation 30 and Regulation 51 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and in accordance with SEBI Circular(s) dated July 31, 2023 and August 4, 2023, please find attached a copy of the communication to our investors, on dispute resolution through the ODR mechanism.

The SEBI Circulars as well as the afore-mentioned copy of communication is also available on the website of the Company at www.iciciprulife.com > About us > Shareholder Information > Others > Dispute Resolution Mechanism > Master Circular on Online Dispute Resolution.

The link to the ODR Portal has been displayed on our website at www.iciciprulife.com at Home > Quick Links > SMART ODR Portal and shall be updated on the mobile application of the Company in due course.

You are requested to kindly take the same on records.

Thanking you,

Yours sincerely,

For ICICI Prudential Life Insurance Company Limited

Sonali Chandak
Company Secretary
ACS 18108

Encl.: As above



ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

CIN: L66010MH2000PLC127837

Registered Office: ICICI Prulife Towers, 1089, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400025, India.

Phone: 022-5039 1600, Fax: +91 22 24224484, Email: csicprulife@iciciprulife.com

Website: www.iciciprulife.com

September 15, 2023

Dear Investor,

Subject: Enhancing investor awareness on Online Dispute Resolution Mechanism

This communication is in accordance with SEBI Circular dated July 31, 2023 read with SEBI Circular dated August 4, 2023 about expanding the scope of the existing dispute resolution mechanism in Indian Securities Market by establishing a common Online Dispute Resolution Portal (ODR Portal) which harnesses online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

Under this mechanism, any unresolved issues of any service requests/service-related complaints between investors/shareholders and listed companies including their Registrar & Share Transfer Agents or any other specified intermediaries/ regulated entities arising out of latter's activities in the securities market, will be resolved in accordance with the above-mentioned SEBI Circulars.

In order to enhance investor awareness on this dispute resolution mechanism, a brief overview of the process is provided as follows:

- An investor may initiate his/her/their grievance redressal process with the Company through designated persons/officials who handle issues relating to complaints/grievances of investors. Details of these designated persons/officials are displayed on our website at www.iciciprulife.com. (Path: About us>Investors Grievance Redressal>Email and Contact Information)
- In case the grievance/complaint is not resolved satisfactorily, an investor may register his/her/their grievance/complaint on the SEBI Complaints Redress Systems (SCORES) platform in accordance with the process laid out at www.scores.gov.in.
- Alternatively, or at any stage of the subsequent escalations provided through the SCORES platform, an investor may initiate dispute resolution through the ODR Portal at <https://smartodr.in/login>.
- The link to the ODR Portal is displayed on our website at www.iciciprulife.com (Path: Home > Quick Links > SMART ODR Portal) and shall be updated on the mobile application of the Company in due course.

ICICI Prudential Life Insurance Company Limited

1st and 2nd Floor, Cnergy IT Park, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400025.

Regd. Office : ICICI PruLife Towers, 1089, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400025. India. Visit us at www.iciciprulife.com

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CIN : L66010MH2000PLC127837

- There shall be no fees for registration of a complaint/dispute on the ODR portal, and the fees for conciliation or arbitration process including applicable GST, stamp duty etc. shall be borne by the Company/respective market participant.

Investors may also refer to the modalities and operational guidelines of the ODR Portal including timelines for review/resolution of complaints filed through the Portal, manner of proceedings to be conducted by the ODR institutions, role and responsibilities of Market Infrastructure Intermediaries, code of conduct for Conciliators and Arbitrators etc. as provided in the SEBI Circulars referred above and hosted on our website at www.iciciprulife.com (Path : About us > Shareholder Information >Others > Dispute Resolution Mechanism > Master Circular on Online Dispute Resolution)

For any queries on the above matter, investors may contact the Company's Registrar & Share Transfer Agent, KFin Technologies Limited at inward.ris@kfintech.com or the undersigned at csiciprulife@iciciprulife.com.

For ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

**Sd/-
Sonali Chandak
Company Secretary
ACS 18108**