

ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

**FORM L-41 GREIVANCE DISPOSAL
GRIEVANCE DISPOSAL SCHEDULE**

Date: 30th June 2010

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	1849	10305	10571	1583
	a) Sales Related	1213	8283	8468	1028
	b) New Busines Related	54	134	169	19
	c) Policy Servcing related	484	1781	1918	347
	d) Others	98	107	16	189
2	Complaints made by intermediaries	26	88	105	9
	a) Advisor Servicing related	26	88	105	9
	Total Number	1875	10393	10676	1592

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	992	7	999
	b) Greater than 15 days	591	2	593
	Total Number	1583	9	1592

* Opening balance should tally with the closing balance of the previous financial year.

As per the new IRDA Grievance definition letters/ Emails/ Calls expressing Dis- satisfaction to Directors, Head customer service, Functional head, Grievance redressal officer or GRC, Complaints forwarded to IRDA & Ombudsman, Any fraudulent transaction, Any dispute of product features, changes on policy or False promise made (Policy mis- sold) should be consider as Grievance . This change in definition has resulted in difference in opening balance for this quarter.