

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: YTD March 2013

Sr. No	Particulars	Opening balance as on being of the year	Additions YTD March	Complaints resolved / settled during the quarter			Complaints pending at the end of March 2013	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	0	87	7	19	61	0	87
b	Policy Servicing	0	493	308	97	88	0	493
c	Proposal Processing	0	793	700	41	52	0	793
d	Survival claims	0	354	129	69	156	0	354
e	ULIP Related	0	902	373	80	449	0	902
f	Unfair Business Practices	22	17,027	5,506	829	10,708	6	17,027
g	Others	15	814	200	80	549	0	814
	Total Complaints	37	20,470	7,223	1,215	12,063	6	20,470

2	Total No. of policies during previous year	1,029,068
3	Total No. of claims during previous year	53,215
4	Total No. of policies during current year	960,178
5	Total No. of claims during current year	66,430
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	207.69
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	79.48

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
b	7-15 days	0	0	0
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	6	0	6

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: Q4-2013

Sr. No	Particulars	Opening balance as on being 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	2	43	1	19	25	0	87
b	Policy Servicing	5	71	31	30	15	0	493
c	Proposal Processing	4	135	124	10	5	0	793
d	Survival claims	1	92	32	24	37	0	354
e	ULIP Related	3	196	40	47	112	0	902
f	Unfair Business Practices	77	5,688	1,430	311	4,018	6	17,027
g	Others	2	140	49	42	51	0	814
	Total Complaints	94	6,365	1,707	483	4,263	6	20,470

2	Total No. of policies during previous year	1,029,068
3	Total No. of claims during previous year	53,215
4	Total No. of policies during current year	960,178
5	Total No. of claims during current year	66,430
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	207.69
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	79.48

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	6	0	6
b	7-15 days	0	0	0
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	6	0	6