

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: September 2013

Sr. No	Particulars	Opening balance as on being of the year	Additions YTD September	Complaints resolved / settled during the quarter			Complaints pending at the end of September 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	88	5	38	38	7	88
b	Policy Servicing	0	93	44	21	28	-	93
c	Proposal Processing	0	164	127	11	26	-	164
d	Survival claims	0	145	38	31	75	1	145
e	ULIP Related	0	382	94	34	251	3	382
f	Unfair Business Practices	6	9,675	2,823	670	6,089	99	9,675
g	Others	0	202	46	50	104	2	202
	Total Complaints	6	10,749	3,177	855	6,611	112	10,749

2	Total No. of policies during previous year	960,178
3	Total No. of claims during previous year	66,430
4	Total No. of policies during current year	384,561
5	Total No. of claims during current year	41,094
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	272.60
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	64.73

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
b	7-15 days	18	-	18
c	15-30 days	1	-	1
d	30-90 days	-	-	-
e	90 days and beyond	-	-	-
	Total No. of Complaints	112	-	112

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: September 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	5	47	4	21	20	7	88
b	Policy Servicing	-	38	17	8	13	-	93
c	Proposal Processing	1	81	67	3	12	-	164
d	Survival claims	-	59	17	8	33	1	145
e	ULIP Related	2	224	58	25	140	3	382
f	Unfair Business Practices	92	4,614	1,319	373	2,915	99	9,675
g	Others	1	111	22	17	71	2	202
	Total Complaints	101	5,174	1,504	455	3,204	112	10,749

2	Total No. of policies during previous year	960,178
3	Total No. of claims during previous year	66,430
4	Total No. of policies during current year	384,561
5	Total No. of claims during current year	41,094
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	273
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	65

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
b	7-15 days	18	-	18
c	15-30 days	1	-	1
d	30-90 days	-	-	-
e	90 days and beyond	-	-	-
	Total No. of Complaints	112	-	112