

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: June 2016

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD June 2016*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of June 2016	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	15	3	1	9	2	15
b	Policy Servicing	-	28	11	1	16	-	28
c	Proposal Processing	-	44	25	8	10	1	44
d	Survival claims	-	86	34	5	47	-	86
e	ULIP Related	-	51	11	2	38	-	51
f	Unfair Business Practices	26	1,545	490	29	1,021	31	1,545
g	Others	-	211	92	13	105	1	211
	Total Complaints	26	1,980	666	59	1,246	35	1,980

2	Total No. of policies during previous year	580,685
3	Total No. of claims during previous year	95,513
4	Total No. of policies during current year	134,822
5	Total No. of claims during current year	19,430
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	138
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	64

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	27	0	27
b	7-15 days	6	0	6
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	35	0	35

*Duplicate grievance calls have been excluded for Q1-FY2017 on the basis of IRDAI circular dated May 05, 2016 with Ref: IRDAI/CAD/IGMS/2015-16

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: June 2016

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							
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