

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: March 2018

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD March 2018*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of March 2018	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims		91	7	13	71	-	91
b	Policy Servicing		182	99	18	65	-	182
c	Proposal Processing		211	149	36	26	-	211
d	Survival claims		289	177	16	96	-	289
e	ULIP Related	1	282	93	42	148	-	282
f	Unfair Business Practices	13	6,137	1672	503	3965	10	6,137
g	Others		506	186	34	286	-	506
	Total Complaints	14	7,698	2,383	662	4,657	10	7,698

2	Total No. of policies during previous year	702,734
3	Total No. of claims during previous year	182,346
4	Total No. of policies during current year	837,130
5	Total No. of claims during current year	206,899
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	87
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	19

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	9	0	9
b	7-15 days	1	0	1
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	10	0	10

Grievance calls tagged as 'Duplicate' have been excluded

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: March 2018

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							
a	Death Claims	2	12	2		12	-	91
b	Policy Servicing	-	54	32	5	17	-	182
c	Proposal Processing	1	47	38	6	4	-	211
d	Survival claims	-	62	42	2	18	-	289
e	ULIP Related	1	82	33	9	41	-	282
f	Unfair Business Practices	7	1837	588	107	1139	10	6,137
g	Others	-	166	72	9	85	-	506
	Total Complaints	11	2,260	807	138	1,316	10	7,698

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d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	10	0	10

Grievance calls tagged as 'Duplicate' have been excluded