

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: September 2019

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD `September 2019*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of September 2019	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	23	-	-	23	-	23
b	Policy Servicing	-	67	22	3	42	-	67
c	Proposal Processing	-	53	26	2	25	-	53
d	Survival claims	-	110	49	-	61	-	110
e	ULIP Related	-	64	16	-	48	-	64
f	Unfair Business Practices	2	1,591	402	11	1,178	2	1,591
g	Others	1	234	100	8	127	-	234
	Total Complaints	3	2,142	615	24	1,504	2	2,142

2	Total No. of policies during previous year	893,841
3	Total No. of claims during previous year	222,562
4	Total No. of policies during current year	357,650
5	Total No. of claims during current year	130,480
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	55
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	12

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	2	0	2
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	2	0	2

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: September 2019

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	1	12	0	-	13	-	23
b	Policy Servicing	1	31	11	2	19	-	67
c	Proposal Processing	-	23	8	-	15	-	53
d	Survival claims	-	53	25	-	28	-	110
e	ULIP Related	-	17	3	-	14	-	64
f	Unfair Business Practices	2	559	155	6	398	2	1,591
g	Others	-	138	63	4	71	-	234
	Total Complaints	4	833	265	12	558	2	2,142

2	Total No. of policies during previous year	893,841
3	Total No. of claims during previous year	222,562
4	Total No. of policies during current year	357,650
5	Total No. of claims during current year	130,480
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	55
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	12

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	2	0	2
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	2	0	2

Grievance calls tagged as 'Duplicate' have been excluded