

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: March 2014

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD December	Complaints resolved / settled during the quarter			Complaints pending at the end of December 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	200	9	92	97	2	200
b	Policy Servicing	0	161	77	38	46	-	161
c	Proposal Processing	0	238	174	15	49	-	238
d	Survival claims	0	243	58	42	143	-	243
e	ULIP Related	0	769	165	80	522	2	769
f	Unfair Business Practices	6	17,710	4,637	1,413	11,639	27	17,710
g	Others	0	378	93	83	202	-	378
	Total Complaints	6	19,699	5,213	1,763	12,698	31	19,699

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	778,911
5	Total No. of claims during current year	97,407
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	246
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	52

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	24	0	24
b	7-15 days	3	0	3
c	15-30 days	4	0	4
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	31	0	31

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: March 2014

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	3	56	2	32	23	2	200
b	Policy Servicing	-	39	19	7	13	-	161
c	Proposal Processing	1	31	18		14	-	238
d	Survival claims	1	48	8	5	36	-	243
e	ULIP Related	2	165	21	18	126	2	769
f	Unfair Business Practices	50	4,158	822	466	2,893	27	17,710
g	Others	2	78	23	16	41	-	378
	Total Complaints	59	4,575	913	544	3,146	31	19,699

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3	Total No. of claims during previous year	66,430
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a	Upto 7 days	24	0	24
b	7-15 days	3	0	3
c	15-30 days	4	0	4
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	31	0	31