

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: September 2015

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD September 2015*	Complaints resolved / settled during the quarter			Complaints pending at the end of September 2015	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
<b>a</b>	Death Claims	4	72	4	5	66	1	72
<b>b</b>	Policy Servicing	-	56	17	15	24	-	56
<b>c</b>	Proposal Processing	1	40	22	10	9	-	40
<b>d</b>	Survival claims	-	152	63	23	66	-	152
<b>e</b>	ULIP Related	2	160	32	11	117	2	160
<b>f</b>	Unfair Business Practices	29	3,784	1,338	281	2,152	42	3,784
<b>g</b>	Others	-	185	58	35	92	-	185
	<b>Total Complaints</b>	<b>36</b>	<b>4,449</b>	<b>1,534</b>	<b>380</b>	<b>2,526</b>	<b>45</b>	<b>4,449</b>

<b>2</b>	Total No. of policies during previous year	639,137
<b>3</b>	Total No. of claims during previous year	87,964
<b>4</b>	Total No. of policies during current year	232,549
<b>5</b>	Total No. of claims during current year	44,619
<b>6</b>	Total No. of policy complaints (Current year) per 10,000 policies (current year)	180
<b>7</b>	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	58

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
<b>a</b>	Upto 7 days	39	0	39
<b>b</b>	7-15 days	4	0	4
<b>c</b>	15-30 days	2	0	2
<b>d</b>	30-90 days	0	0	0
<b>e</b>	90 days and beyond	0	0	0
	<b>Total No. of Complaints</b>	<b>45</b>	<b>0</b>	<b>45</b>

\*Duplicate grievance calls have been excluded on March 25, 2016 on the basis of IRDAI circular dated March 10, 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: September 2015

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		
<b>1</b>	<b>Complaints made by customers</b>							
a	Death Claims	4	31	4	2	28	1	72
b	Policy Servicing	-	31	9	7	15	-	56
c	Proposal Processing	-	21	7	7	7	-	40
d	Survival claims	-	93	35	13	45	-	152
e	ULIP Related	3	72	18	5	50	2	160
f	Unfair Business Practices	36	1,926	710	143	1,067	42	3,784
g	Others	-	115	36	26	53	-	185
	<b>Total Complaints</b>	<b>43</b>	<b>2,289</b>	<b>819</b>	<b>203</b>	<b>1,265</b>	<b>45</b>	<b>4,449</b>

<b>2</b>	<b>Total No. of policies during previous year</b>	639,137
<b>3</b>	<b>Total No. of claims during previous year</b>	87,964
<b>4</b>	<b>Total No. of policies during current year</b>	232,549
<b>5</b>	<b>Total No. of claims during current year</b>	44,619
<b>6</b>	<b>Total No. of policy complaints (Current year) per 10,000 policies (current year)</b>	180
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8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	39	0	39
b	7-15 days	4	0	4
c	15-30 days	2	0	2
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	<b>Total No. of Complaints</b>	<b>45</b>	<b>0</b>	<b>45</b>

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