

**PERIODIC DISCLOSURES**

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: September 2018

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD September 2018*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of September 2018	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	-	35	2	2	30	1	35
<b>b</b>	Policy Servicing	-	115	50	6	59	-	115
<b>c</b>	Proposal Processing	-	164	56	3	105	-	164
<b>d</b>	Survival claims	-	126	51	3	71	1	126
<b>e</b>	ULIP Related	-	96	27	5	64	-	96
<b>f</b>	Unfair Business Practices	10	2,711	680	83	1951	7	2,711
<b>g</b>	Others	-	284	99	12	173	-	284
	<b>Total Complaints</b>	<b>10</b>	<b>3,531</b>	<b>965</b>	<b>114</b>	<b>2,453</b>	<b>9</b>	<b>3,531</b>

<b>2</b>	Total No. of policies during previous year	837,130
<b>3</b>	Total No. of claims during previous year	206,899
<b>4</b>	Total No. of policies during current year	387,976
<b>5</b>	Total No. of claims during current year	88,729
<b>6</b>	Total No. of policy complaints (Current year) per 10,000 policies (current year)	86
<b>7</b>	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	21

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
<b>a</b>	Upto 7 days	9	0	9
<b>b</b>	7-15 days	0	0	0
<b>c</b>	15-30 days	0	0	0
<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>9</b>	<b>0</b>	<b>9</b>

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 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		
<b>1</b>	<b>Complaints made by customers</b>							
a	Death Claims	-	15	-	1	13	1	35
b	Policy Servicing	-	55	20	5	30	-	115
c	Proposal Processing	-	78	27	-	51	-	164
d	Survival claims	-	75	31	1	42	1	126
e	ULIP Related	-	51	14	-	37	-	96
f	Unfair Business Practices	15	1,379	327	27	1,033	7	2,711
g	Others	-	130	45	5	80	-	284
	<b>Total Complaints</b>	<b>15</b>	<b>1,783</b>	<b>464</b>	<b>39</b>	<b>1,286</b>	<b>9</b>	<b>3,531</b>

<b>2</b>	<b>Total No. of policies during previous year</b>	<b>837,130</b>
<b>3</b>	<b>Total No. of claims during previous year</b>	<b>206,899</b>
<b>4</b>	<b>Total No. of policies during current year</b>	<b>387,976</b>
<b>5</b>	<b>Total No. of claims during current year</b>	<b>88,729</b>
<b>6</b>	<b>Total No. of policy complaints (Current year) per 10,000 policies (current year)</b>	<b>86</b>
<b>7</b>	<b>Total No. of claim complaints (Current year) per 10,000 claims registered (current year)</b>	<b>21</b>

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	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
	<b>Total No. of Complaints</b>	<b>9</b>	<b>0</b>	<b>9</b>

Grievance calls tagged as 'Duplicate' have been excluded