

## PERIODIC DISCLOSURES

**FORM L-41 GRIEVANCE DISPOSAL**

Insurer: LIFE INSURANCE CORP. OF INDIA Date: 12/27/2010

### GRIEVANCE DISPOSAL FOR THE YEAR ENDING MARCH 2006 (FY 2005-2006)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>	<b>725</b>	<b>43768</b>	<b>43689</b>			<b>804</b>
	a) Sales Related	12	809	806			15
	b) New Busines Related	33	1015	1013			35
	c) Policy Servcing related	399	31425	31392			432
	d) Claim Servicing related	87	4832	4826			93
	e) Others	194	5687	5652			229
	<b>Total Number</b>	<b>725</b>	<b>43768</b>	<b>43689</b>			<b>804</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	76	0	76
	b) Greater than 15 days	728	0	728
	<b>Total Number</b>	<b>804</b>	<b>0</b>	<b>804</b>

\* Opening balance should tally with the closing balance of the previous financial year.

EXECUTIVE DIRECTOR (CRM)