

## PERIODIC DISCLOSURES

**FORM L-41 GRIEVANCE DISPOSAL**

Insurer: LIFE INSURANCE CORP. OF INDIA Date: 5/5/2012

### GRIEVANCE DISPOSAL FOR THE QUARTER ENDING MARCH 2012 (FY 2011-2012)

| 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>802</b>        | <b>23705</b> | <b>24441</b>                 | <b>0</b>         | <b>0</b> | <b>66</b>          |
|          | a) Sales Related                    | 27                | 620          | 640                          |                  |          | 7                  |
|          | b) New Busines Related              | 56                | 1545         | 1593                         |                  |          | 8                  |
|          | c) Policy Servcing related          | 391               | 12246        | 12601                        |                  |          | 36                 |
|          | d) Claim Servicing related          | 138               | 3266         | 3394                         |                  |          | 10                 |
|          | e) Others                           | 190               | 6028         | 6213                         |                  |          | 5                  |
|          | <b>Total Number</b>                 | <b>802</b>        | <b>23705</b> | <b>24441</b>                 | <b>0</b>         | <b>0</b> | <b>66</b>          |

| <b>2</b> | <b>Duration wise Pending Status</b> | <b>Complaints made by customers</b> | <b>Complaints made by intermediaries</b> | <b>Total</b> |
|----------|-------------------------------------|-------------------------------------|--|--------------|
|          | a) Less than 15 days                | 49                                  | 0  | 49           |
|          | b) Greater than 15 days             | 17                                  | 0  | 17           |
|          | <b>Total Number</b>                 | <b>66</b>                           | <b>0</b>                                 | <b>66</b>    |

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

EXECUTIVE DIRECTOR (CRM)