

PERIODIC DISCLOSURES

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **8/16/2013**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March. 2013 (FY 2012-2013)

Sl No.	Particulars	Opening Balance *As on being of the Quarter	Additions during the Quarter	Complaints Resolved/ settled during			Complaints Pending at the end of the	Total complaints registered upto the Quarter during the
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers	648	22793	22037	815	589	0	73666
a)	Death claims	20	519	468	50	21	0	2027
b)	Policy Servcing	272	10630	10328	329	245	0	32519
c)	Proposal processing	52	1439	1410	48	33	0	5023
d)	Survival Claims	117	3885	3743	143	116	0	12834
e)	ULIP Related	15	342	329	15	13	0	1487
f)	Unfair Business Practices	27	966	915	38	40	0	2577
g)	Others	145	5012	4844	192	121	0	17199
	Total Number	648	22793	22037	815	589	0	73666

2	Total no. of Policies during Previous Year	35,750,763
3	Total no. of claims during Previous Year	18,829,511
4	Total no. of Policies during Current Year	36,781,642
5	Total no. of Claims during Current Year	18011051
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	15.99
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	8.25

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	0	0	0
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
	Total Number	0	0	0

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

Executive Director (CRM)