

## PERIODIC DISCLOSURES

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **05-02-14**

### GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December, 2013 (FY 2013-2014)

Sl No.	Particulars	Opening Balance *As on beginning 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		
<b>1</b>	<b>Complaints made by the customers</b>	<b>650</b>	<b>19738</b>	<b>18095</b>	<b>1099</b>	<b>879</b>	<b>315</b>	<b>57184</b>
a)	Death claims	20	585	480	78	38	9	1706
b)	Policy Servcing	283	9293	8598	422	411	145	26199
c)	Proposal processing	39	1255	1161	71	42	20	3559
d)	Survival Claims	137	3517	3173	253	168	60	10952
e)	ULIP Related	9	269	236	17	21	4	796
f)	Unfair Business Practices	23	597	546	43	21	10	1860
g)	Others	139	4222	3901	<b>215</b>	<b>178</b>	67	12112
	<b>Total Number</b>	<b>650</b>	<b>19738</b>	<b>18095</b>	<b>1099</b>	<b>879</b>	<b>315</b>	<b>57184</b>

<b>2</b>	Total no. of Policies during Previous Year	36,781,642
<b>3</b>	Total no. of claims during Previous Year	18011051
<b>4</b>	Total no. of Policies during Current Year	29,910,348
<b>5</b>	Total no. of Claims during Current Year	13140442
<b>6</b>	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	14.89
<b>7</b>	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	9.63

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	244		244
b)	7-15 days	25		25
c)	15-30 days	17		17
d)	30-90 days	22		22
e)	90 days and beyond	7		7
	<b>Total Number</b>	<b>315</b>	<b>0</b>	<b>315</b>

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

Executive Director (CRM)