

## PERIODIC DISCLOSURES

### FORM L-41 GREIVANCE DISPOSAL

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **11/5/2013**

**GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September. 2013 (FY 2013-2014)**

SI 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		
<b>1</b>	<b>Complaints made by the customers</b>	<b>685</b>	<b>19346</b>	<b>17211</b>	<b>1154</b>	<b>1016</b>	<b>650</b>	<b>37446</b>
	a) Death claims	21	576	440	81	56	20	1121
	b) Policy Servcing	300	9003	8022	461	537	283	16906
	c) Proposal processing	41	1223	1108	69	48	39	2304
	d) Survival Claims	144	3628	3228	253	154	137	7435
	e) ULIP Related	9	267	230	11	26	9	527
	f) Unfair Business Practices	24	632	549	53	31	23	1263
	g) Others	146	4017	3634	<b>226</b>	<b>164</b>	139	7890
	<b>Total Number</b>	<b>685</b>	<b>19346</b>	<b>17211</b>	<b>1154</b>	<b>1016</b>	<b>650</b>	<b>37446</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	17,233,998
<b>5</b>	Total no. of Claims during Current Year	7463669
<b>6</b>	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	16.76
<b>7</b>	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	11.46

<b>8</b>	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Upto 7 days	514	0	514
	b) 7-15 days	67	0	67
	c) 15-30 days	19	0	19
	d) 30-90 days	42	0	42
	e) 90 days and beyond	8	0	8
	<b>Total Number</b>	<b>650</b>	<b>0</b>	<b>650</b>

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

Executive Director (CRM)

