

PERIODIC DISCLOSURES

L-41

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **11.02.2021**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 2020 (FY 2020-2021)

Sl No.	Particulars	Opening Balance as on beginning of the Quarter	Additions during the Quarter	Complaints Resolved/ settled during the Quarter			Complaints Pending at the end of the Quarter	Total complaints registered upto the Quarter during the F. Y
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers	661	31886	30179	1638	269	461	86087
a)	Death claims	31	1299	1181	140	6	3	3345
b)	Policy Servcing	217	11785	11367	526	79	30	30210
c)	Proposal processing	27	1730	1584	153	16	4	4297
d)	Survival Claims	77	9007	8569	409	80	26	25606
e)	ULIP Related	0	79	72	6	1	0	185
f)	Unfair Business Practices	52	1103	1090	46	15	4	3219
g)	Others	257	6883	6316	358	72	394	19225
	Total Number	661	31886	30179	1638	269	461	86087

2	Total no. of Policies (new) during Previous Year	2,19,25,106
3	Total no. of claims during Previous Year	2,67,86,897
4	Total no. of Policies (new) during Current Year	1,15,54,067
5	Total no. of Claims during Current Year	1,80,86,576
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	49.45
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	16.01

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	324	0	324
b)	8-15 days	57	0	57
c)	16-30 days	38	0	38
d)	31-90 days	32	0	32
e)	Beyond 90 days	10	0	10
	Total Number	461	0	461

Figures are inclusive of complaints registered through ICMS + CPGRAMS + MOF+NCH


EXECUTIVE DIRECTOR (CRM-PS)

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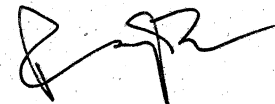
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