

PERIODIC DISCLOSURES

Insurer: LIFE INSURANCE CORP. OF INDIA

Date: 28.05.2019

GRIEVANCE DISPOSAL FOR THE YEAR ENDING March 2019 (FY 2018-2019)

| SI No. | Particulars | Opening Balance as on beginning of the year | Additions during the year | Complaints Resolved/ settled during the year | | | Complaints Pending at the end of the year | Total complaints registered during the F. Y |
|--------|-----------------------------------------------------------------------|---------------------------------------------|-----------------------------------|----------------------------------------------|------------------|-------------|-------------------------------------------|---------------------------------------------|
| | | | | Fully Accepted | Partial Accepted | Rejected | | |
| 1 | Complaints made by the customers | 0 | 106840 | 99154 | 5583 | 2103 | 0 | 106840 |
| a) | Death claims | 0 | 2662 | 2153 | 330 | 91 | 0 | 2662 |
| b) | Policy Servcing | 0 | 43911 | 39341 | 2187 | 828 | 0 | 43911 |
| c) | Proposal processing | 0 | 3411 | 3105 | 176 | 52 | 0 | 3411 |
| d) | Survival Claims | 0 | 22579 | 20322 | 1098 | 415 | 0 | 22579 |
| e) | ULIP Related | 0 | 627 | 564 | 41 | 16 | 0 | 627 |
| f) | Unfair Business Practices | 0 | 4478 | 4050 | 282 | 93 | 0 | 4478 |
| g) | Others | 0 | 29172 | 29619 | 1469 | 608 | 0 | 29172 |
| | Total Number | 0 | 106840 | 99154 | 5583 | 2103 | 0 | 106840 |
| 2 | Total no. of Policies (new) during Previous Year | | | 2,13,38,176 | | | | |
| 3 | Total no. of claims during Previous Year | | | 3,40,09,414 | | | | |
| 4 | Total no. of Policies (new) during Current Year | | | 2,14,33,256 | | | | |
| 5 | Total no. of Claims during Current Year | | | 3,10,65,087 | | | | |
| 6 | Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.) | | | 38.07 | | | | |
| 7 | Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.) | | | 8.12 | | | | |
| 8 | Duration wise Pending Status | | | | | | | |
| | | Complaints made by customers | Complaints made by intermediaries | Total | | | | |
| a) | Upto 7 days | 0 | 0 | 0 | 0 | | | |
| b) | 7-15 days | 0 | 0 | 0 | 0 | | | |
| c) | 15-30 days | 0 | 0 | 0 | 0 | | | |
| d) | 30-90 days | 0 | 0 | 0 | 0 | | | |
| e) | 90 days and beyond | 0 | 0 | 0 | 0 | | | |
| | Total Number | 0 | 0 | 0 | 0 | | | |

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



Executive Director
(CRM/Payment)