

PERIODIC DISCLOSURES

L-41

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **06-11-2015**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 2015 (FY 2015-2016)

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	264	18041	16455	831	717	302	33818
a)	Death claims	7	487	372	77	26	19	916
b)	Policy Servcing	122	9082	8405	334	366	99	16421
c)	Proposal processing	14	962	891	44	21	20	1788
d)	Survival Claims	57	3035	2687	147	185	73	6480
e)	ULIP Related	2	205	181	12	12	2	303
f)	Unfair Business Practices	8	534	483	25	19	15	966
g)	Others	54	3736	3436	192	88	74	6944
	Total Number	264	18041	16455	831	717	302	33818

2	Total no. of Policies (new) during Previous Year	2,01,71,063
3	Total no. of claims during Previous Year	2,29,59,147
4	Total no. of Policies (new) during Current Year	79,49,867
5	Total no. of Claims during Current Year	85,37,567
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	33.24
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	8.66

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	203	0	203
b)	7-15 days	57	0	57
c)	15-30 days	18	0	18
d)	30-90 days	24	0	24
e)	90 days and beyond	0	0	0
	Total Number	302	0	302

* Opening balance should tally with the closing balance of the previous quarter.

Executive Director(CRM)