

PERIODIC DISCLOSURES

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **13-08-2014**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2014 (FY 2014-2015)

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 Quarter	Total complaints registered upto the Quarter during the F. Y
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers	0	19850	17744	978	676	452	19850
a)	Death claims	0	434	320	59	34	21	434
b)	Policy Servcing	0	9114	8278	389	268	179	9114
c)	Proposal processing	0	1144	1024	59	27	34	1144
d)	Survival Claims	0	4648	4101	256	186	105	4648
e)	ULIP Related	0	195	178	11	4	2	195
f)	Unfair Business Practices	0	618	528	36	30	24	618
g)	Others	0	3697	3315	168	127	87	3697
	Total Number	0	19850	17744	978	676	452	19850

2	Total no. of Policies during Previous Year	3,45,11,781
3	Total no. of claims during Previous Year	25405603
4	Total no. of Policies during Current Year	2863103
5	Total no. of Claims during Current Year	3754256
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	51.58
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	13.54

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	406	0	406
b)	7-15 days	38	0	38
c)	15-30 days	5	0	5
d)	30-90 days	3	0	3
e)	90 days and beyond	0	0	0
	Total Number	452	0	452

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

Executive Director (CRM)