

PERIODIC DISCLOSURES

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **07-06-2014**

GRIEVANCE DISPOSAL FOR THE YEAR ENDING March 2014 (FY 2013-2014)

Sl No.	Particulars	Opening Balance *As on beginning of the Year	Additions during the Year	Complaints Resolved/ settled during			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	85957	77944	4373	3640	0	85957
a)	Death claims	0	2254	1833	265	156	0	2254
b)	Policy Servcing	0	40777	37091	1872	1814	0	40777
c)	Proposal processing	0	5082	4672	246	164	0	5082
d)	Survival Claims	0	16305	14737	916	652	0	16305
e)	ULIP Related	0	974	858	55	61	0	974
f)	Unfair Business Practices	0	2512	2255	157	100	0	2512
g)	Others	0	18053	16498	862	693	0	18053
	Total Number	0	85957	77944	4373	3640	0	85957

2	Total no. of Policies during Previous Year	3,67,81,642
3	Total no. of claims during Previous Year	18011051
4	Total no. of Policies during Current Year	3,45,11,781
5	Total no. of Claims during Current Year	25405603
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	19.53
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	7.31

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

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