

## PERIODIC DISCLOSURES

**FORM L-41 GRIEVANCE DISPOSAL**

Insurer: LIFE INSURANCE CORP. OF INDIA Date: 12/23/2010

### GRIEVANCE DISPOSAL FOR THE QUARTER ENDING SEPTEMBER 2010 (FY 2010-2011)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>	<b>1506</b>	<b>18510</b>	<b>18174</b>			<b>1842</b>
	a) Sales Related	32	429	422			39
	b) New Busines Related	6	509	500			15
	c) Policy Servcing related	1272	12204	11984			1492
	d) Claim Servicing related	65	2184	2143			106
	e) Others	131	3184	3125			190
	<b>Total Number</b>	<b>1506</b>	<b>18510</b>	<b>18174</b>			<b>1842</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	967	0	967
	b) Greater than 15 days	875	0	875
	<b>Total Number</b>	<b>1842</b>	<b>0</b>	<b>1842</b>

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

EXECUTIVE DIRECTOR (CRM)