

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORP. OF INDIA Date: 5/5/2012

GRIEVANCE DISPOSAL FOR THE YEAR ENDING MARCH 2012 (FY 2011-2012)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	175	68970	69079			66
	a) Sales Related	23	1912	1928			7
	b) New Busines Related	21	3672	3685			8
	c) Policy Servcing related	94	40683	40741			36
	d) Claim Servicing related	22	9904	9916			10
	e) Others	15	12799	12809			5
	Total Number	175	68970	69079			66

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	49	0	49
	b) Greater than 15 days	17	0	17
	Total Number	66	0	66

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

EXECUTIVE DIRECTOR (CRM)