

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORP. OF INDIA Date: 5/13/2010

GRIEVANCE DISPOSAL FOR THE YEAR ENDING MARCH 2010 (FY 2009-2010)

| SI No. | Particulars | Opening Balance * | Additions | Complaints Resolved/ settled | | | Complaints Pending |
|----------|-------------------------------------|-------------------|--------------|------------------------------|------------------|----------|--------------------|
| | | | | Fully Accepted | Partial Accepted | Rejected | |
| 1 | Complaints made by customers | 1619 | 65623 | 59044 | | | 8198 |
| | a) Sales Related | 66 | 1616 | 1465 | | | 217 |
| | b) New Busines Related | 85 | 1391 | 1260 | | | 216 |
| | c) Policy Servcing related | 1268 | 39250 | 35160 | | | 5358 |
| | d) Claim Servicing related | 149 | 7627 | 6899 | | | 877 |
| | e) Others | 51 | 15739 | 14260 | | | 1530 |
| | Total Number | 1619 | 65623 | 59044 | | | 8198 |

| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|---|------------------------------|------------------------------|-----------------------------------|-------------|
| | a) Less than 15 days | 343 | 0 | 343 |
| | b) Greater than 15 days | 7855 | 0 | 7855 |
| | Total Number | 8198 | 0 | 8198 |

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

EXECUTIVE DIRECTOR (CRM)