

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

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

GRIEVANCE DISPOSAL FOR THE YEAR ENDING MARCH 2008 (FY 2007-2008)

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	10122	39089	42268			6943
	a) Sales Related	183	722	640			265
	b) New Busines Related	443	905	965			383
	c) Policy Servcing related	5440	28065	28142			5363
	d) Claim Servicing related	1176	4316	4851			641
	e) Others	2880	5081	7670			291
	Total Number	10122	39089	42268			6943

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	545	0	545
	b) Greater than 15 days	6398	0	6398
	Total Number	6943	0	6943

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

EXECUTIVE DIRECTOR (CRM)

