

PERIODIC DISCLOSURES

Insurer: **LIFE INSURANCE CORP. OF INDIA**

Date:

11/22/2014

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 2014 (FY 2014-2015)

SI No.	Particulars	Opening Balance *As on beginning of the Quarter	Additions during the Quarter	Complaints Resolved/ settled during			Complaints Pending at the end of the Quarter	Total complaints registered upto the Quarter during the F. Y
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers	452	18858	17378	968	692	272	38708
a)	Death claims	21	435	343	77	30	6	869
b)	Policy Servcing	179	9504	8782	429	341	131	18618
c)	Proposal processing	34	1026	949	59	37	15	2170
d)	Survival Claims	105	3274	3016	181	126	56	7922
e)	ULIP Related	2	216	195	9	11	3	411
f)	Unfair Business Practices	24	515	482	31	18	8	1133
g)	Others	87	3888	3611	182	129	53	7585
	Total Number	452	18858	17378	968	692	272	38708

2	Total no. of Policies (new) during Previous Year	34,511,781
3	Total no. of claims during Previous Year	25,405,603
4	Total no. of Policies (new) during Current Year	7,290,952
5	Total no. of Claims during Current Year	8,285,729
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	41.03
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	10.61

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	223	0	223
b)	7-15 days	30	0	30
c)	15-30 days	9	0	9
d)	30-90 days	7	0	7
e)	90 days and beyond	3	0	3
	Total Number	272	0	272

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

Executive Director (CRM)