

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

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

GRIEVANCE DISPOSAL FOR THE YEAR ENDING MARCH 2007 (FY 2006-2007)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	804	44388	35070			10122
	a) Sales Related	15	821	653			183
	b) New Busines Related	35	1030	622			443
	c) Policy Servcing related	432	31870	26862			5440
	d) Claim Servicing related	93	4900	3817			1176
	e) Others	229	5767	3116			2880
	Total Number	804	44388	35070			10122

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	834	0	834
	b) Greater than 15 days	9288	0	9288
	Total Number	10122	0	10122

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

EXECUTIVE DIRECTOR (CRM)