

PERIODIC DISCLOSURES

L-41

Insurer: LIFE INSURANCE CORP. OF INDIA

Date: 14.08.2019

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2019 (FY 2019-2020)

SI No.	Particulars	Opening Balance as on beginning of the Quarter	Additions during the Quarter	Complaints Resolved/ settled during the Quarter			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	0	28225	25511	1312	452	950	28225
a)	Death claims	0	870	703	97	25	45	870
b)	Policy Servcing	0	11849	10756	539	173	381	11849
c)	Proposal processing	0	931	826	44	19	42	931
d)	Survival Claims	0	7535	6919	312	97	207	7535
e)	ULIP Related	0	86	80	1	3	2	86
f)	Unfair Business Practices	0	1000	880	58	20	42	1000
g)	Others	0	5954	5347	261	115	231	5954
	Total Number	0	28225	25511	1312	452	950	28225

2	Total no. of Policies (new) during Previous Year	2,14,33,256
3	Total no. of claims during Previous Year	3,10,65,087
4	Total no. of Policies (new) during Current Year	34,18,044
5	Total no. of Claims during Current Year	49,19,059
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	57.99
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	17.09

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	641	0	641
b)	7-15 days	134	0	134
c)	15-30 days	81	0	81
d)	30-90 days	92	0	92
e)	90 days and beyond	2	0	2
	Total Number	950	0	950

Figures are inclusive of complaints registered through ICMS + CPGRAMS + MOF+NCH

**Executive Director
(CRM/Payment)**