

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)

| Sl 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 Servicing | 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 | | | 21,433,256 | | | | |
| 3 | Total no. of claims during Previous Year | | | 31,065,087 | | | | |
| 4 | Total no. of Policies (new) during Current Year | | | 3,418,044 | | | | |
| 5 | Total no. of Claims during Current Year | | | 4,919,059 | | | | |
| 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)