

Sr.No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	826	8793	8977	90
	a) Sales Related	236	10226	10424	38
	b) New Busines Related	30	1040	1068	2
	c) Policy Servcing related	2	2337	2336	3
	d) Claims	191	653	843	1
	e) Others	367	534	855	46
	Total Number	826	14790	15526	90

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	68	0	68
	b) Greater than 15 days	22	0	22
	Total Number	90	0	90

* 'Claims' numbers include grievances related to Survival Benefit, Death & Health claims, Maturity claims, Surrender and Foreclosure.

ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

FORM L-41 GRIEVANCE DISPOSAL Quarterly
GRIEVANCE DISPOSAL SCHEDULE

Date: 30th September 2011

Sr.No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	642	5997	6549	90
	a) Sales Related	196	4081	4239	38
	b) New Busines Related	2	467	467	2
	c) Policy Servcing related	21	988	1006	3
	d) Claims	6	267	272	1
	e) Others	417	194	565	46
	Total Number	642	5997	6549	90

2	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
	a) Less than 15 days	68	0	68
	b) Greater than 15 days	22	0	22
	Total Number	90	0	90

* 'Claims' numbers include grievances related to Survival Benefit, Death & Health claims, Maturity claims, Surrender and Foreclosure.