

ICICI PRUDENTIAL LIFE INSURANCE COMPANY LIMITED

FORM L-41 GRIEVANCE DISPOSAL YTD
GRIEVANCE DISPOSAL SCHEDULE

Date: 31st March 2012

Sr.No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	826	22548	23337	37
	a) Sales Related	236	14843	15057	22
	b) New Busines Related	30	2080	2110	0
	c) Policy Servcing related	2	3775	3777	0
	d) Claims	191	964	1155	0
	e) Others	367	886	1238	15
	Total Number	826	22548	23337	37

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	33	0	33
	b) Greater than 15 days	4	0	4
	Total Number	37	0	37

* Grievances with Legal related have been included in others.

* '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: 31st March 2012

Sr.No.	Particulars	Opening Balance *	Additions	Complaints Resolved	Complaints Pending
1	Complaints made by customers	33	3959	3955	37
	a) Sales Related	9	2631	2618	22
	b) New Busines Related	1	484	485	0
	c) Policy Servcing related	2	528	530	0
	d) Claims	0	134	134	0
	e) Others	21	182	188	15
	Total Number	33	3959	3955	37

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	33	0	33
	b) Greater than 15 days	4	0	4
	Total Number	37	0	37

* Grievances with Legal related have been included in others.

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