

# PERIODIC DISCLOSURES

L-41

Insurer: LIFE INSURANCE CORP. OF INDIA

Date: 16.09.2020

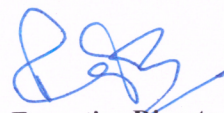
GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2020 (FY 2020-2021)

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	99	27362	24068	2327	217	750	27362
a)	Death claims	1	840	617	92	9	122	840
b)	Policy Servcing	63	9350	8230	764	72	284	9350
c)	Proposal processing	19	958	863	65	8	22	958
d)	Survival Claims	2	7710	6964	620	36	90	7710
e)	ULIP Related	11	63	48	4	0	11	63
f)	Unfair Business Practices	1	1238	990	84	19	145	1238
g)	Others	2	7203	6356	698	73	76	7203
	<b>Total Number</b>	<b>99</b>	<b>27362</b>	<b>24068</b>	<b>2327</b>	<b>217</b>	<b>750</b>	<b>27362</b>

2	Total no. of Policies (new) during Previous Year	2,19,25,106
3	Total no. of claims during Previous Year	2,67,86,897
4	Total no. of Policies (new) during Current Year	19,15,641
5	Total no. of Claims during Current Year	44,18,185
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	98.20
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	19.35

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	248	0	248
b)	7-15 days	307	0	307
c)	15-30 days	133	0	133
d)	30-90 days	58	0	58
e)	90 days and beyond	4	0	4
	<b>Total Number</b>	<b>750</b>	<b>0</b>	<b>750</b>

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

  
**Executive Director**  
 (CRM/PS)