

# PERIODIC DISCLOSURES

L-41

Insurer: **LIFE INSURANCE CORP. OF INDIA**

Date:

**14-08-2015**

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2015 (FY 2015-2016)

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	<b>Complaints made by the customers</b>	0	15777	14306	658	549	264	15777
a)	Death claims	0	429	331	66	25	7	429
b)	Policy Servcing	0	7339	6706	239	272	122	7339
c)	Proposal processing	0	826	740	48	24	14	826
d)	Survival Claims	0	3445	3112	158	118	57	3445
e)	ULIP Related	0	98	91	3	2	2	98
f)	Unfair Business Practices	0	432	385	22	17	8	432
g)	Others	0	3208	2941	122	91	54	3208
	<b>Total Number</b>	<b>0</b>	<b>15777</b>	<b>14306</b>	<b>658</b>	<b>549</b>	<b>264</b>	<b>15777</b>

2	Total no. of Policies (new) during Previous Year	2,01,71,063
3	Total no. of claims during Previous Year	2,29,59,147
4	Total no. of Policies (new) during Current Year	36,63,310
5	Total no. of Claims during Current Year	41,29,605
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	32.49
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	9.38

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	230	0	230
b)	7-15 days	19	0	19
c)	15-30 days	4	0	4
d)	30-90 days	11	0	11
e)	90 days and beyond	0	0	0
	<b>Total Number</b>	<b>264</b>	<b>0</b>	<b>264</b>

\* Opening balance should tally with the closing balance of the previous financial year.

Chief(CRM)