

PERIODIC DISCLOSURES

L-41

Insurer: LIFE INSURANCE CORP. OF INDIA

Date: 11/18/2016

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 2016 (FY 2016-2017)

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	317	9340	8643	431	386	197	18921
a)	Death claims	26	452	368	60	35	15	923
b)	Policy Servcing	101	4143	3866	133	171	74	8287
c)	Proposal processing	20	521	496	19	14	12	988
d)	Survival Claims	86	2257	2075	131	93	44	4730
e)	ULIP Related	9	70	74	2	1	2	202
f)	Unfair Business Practices	14	474	438	24	14	12	798
g)	Others	61	1423	1326	62	58	38	2993
	Total Number	317	9340	8643	431	386	197	18921

2	Total no. of Policies (new) during Previous Year	20,546,749
3	Total no. of claims during Previous Year	21,787,588
4	Total no. of Policies (new) during Current Year	8,062,860
5	Total no. of Claims during Current Year	8,905,837
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	16.46
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	6.35

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	136	0	136
b)	7-15 days	26	0	26
c)	15-30 days	12	0	12
d)	30-90 days	16	0	16
e)	90 days and beyond	5	0	5
	Total Number	197	0	197

Figures are inclusive of complaints registered through ICMS + DPG + MOF