

PERIODIC DISCLOSURES

L-41

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

Date: **12.02.2018**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 2017 (FY 2017-2018)

SI 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							
a)	Death claims	32	447	370	62	23	24	1374
b)	Policy Servcing	283	10496	9600	543	144	492	21560
c)	Proposal processing	35	819	775	28	11	40	2068
d)	Survival Claims	128	3067	2838	153	41	163	8350
e)	ULIP Related	3	88	81	4	1	5	290
f)	Unfair Business Practices	37	863	789	36	27	48	1921
g)	Others	267	7673	7014	394	119	413	14711
	Total Number	785	23453	21467	1220	366	1185	50274

2	Total no. of Policies (new) during Previous Year	20,131,500
3	Total no. of claims during Previous Year	22,066,047
4	Total no. of Policies (new) during Current Year	13,003,357
5	Total no. of Claims during Current Year	20,140,694
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	31.18
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	4.83

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	921	0	921
b)	7-15 days	169	0	169
c)	15-30 days	51	0	51
d)	30-90 days	35	0	35
e)	90 days and beyond	9	0	9
	Total Number	1185	0	1185

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