

# PERIODIC DISCLOSURES

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **07-06-2014**

## GRIEVANCE DISPOSAL FOR THE QUARTER ENDING March 2014 (FY 2013-2014)

| Sl No. | Particulars                             | Opening Balance *As on beginning of the Quarter | Additions during the Quarter | Complaints Resolved/ settled during |                  |             | 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> | 315   | 28773                        | 26494                               | 1397             | 1197        | 0  | 85957  |
| a)     | Death claims                            | 9   | 548                          | 465                                 | 61               | 31          | 0  | 2254   |
| b)     | Policy Servcing                         | 145   | 14578                        | 13408                               | 705              | 610         | 0  | 40777  |
| c)     | Proposal processing                     | 20  | 1523                         | 1424                                | 70               | 49          | 0  | 5082   |
| d)     | Survival Claims                         | 60  | 5353                         | 4922                                | 271              | 220         | 0  | 16305  |
| e)     | ULIP Related                            | 4   | 178                          | 158                                 | 16               | 8           | 0  | 974  |
| f)     | Unfair Business Practices               | 10  | 652                          | 598                                 | 34               | 30          | 0  | 2512   |
| g)     | Others                                  | 67  | 5941                         | 5519                                | 240              | 249         | 0  | 18053  |
|        | <b>Total Number</b>                     | <b>315</b>                                      | <b>28773</b>                 | <b>26494</b>                        | <b>1397</b>      | <b>1197</b> | <b>0</b>                                     | <b>85957</b>   |

|   |   |             |
|---|---|-------------|
| 2 | Total no. of Policies during Previous Year                            | 3,67,81,642 |
| 3 | Total no. of claims during Previous Year                              | 18011051    |
| 4 | Total no. of Policies during Current Year                             | 3,45,11,781 |
| 5 | Total no. of Claims during Current Year                               | 25405603    |
| 6 | Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)       | 19.53       |
| 7 | Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.) | 7.31        |

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

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