

PERIODIC DISCLOSURES

L-41

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

Date: **05.12.2017**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 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	19	489	388	59	29	32	927
b)	Policy Servcing	120	7934	7311	368	92	283	11064
c)	Proposal processing	16	900	812	40	29	35	1249
d)	Survival Claims	68	3020	2695	200	65	128	5283
e)	ULIP Related	3	160	151	5	4	3	202
f)	Unfair Business Practices	15	757	665	47	23	37	1059
g)	Others	80	6020	5419	293	121	267	7037
	Total Number	321	19280	17441	1012	363	785	26821

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	8,324,885
5	Total no. of Claims during Current Year	9,548,030
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	24.75
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	6.5

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	635	0	635
b)	7-15 days	86	0	86
c)	15-30 days	41	0	41
d)	30-90 days	20	0	20
e)	90 days and beyond	3	0	3
	Total Number	785	0	785

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