

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORP. OF INDIA Date: 16/08/2011

GRIEVANCE DISPOSAL FOR THE YEAR ENDING MARCH 2011 (FY 2010-2011)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	8198	83917	91940			175
	a) Sales Related	217	1941	2135			23
	b) New Busines Related	216	1574	1769			21
	c) Policy Servcing related	5358	53378	58642			94
	d) Claim Servicing related	877	7153	8008			22
	e) Others	1530	19871	21386			15
	Total Number	8198	83917	91940			175

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	99	0	99
	b) Greater than 15 days	76	0	76
	Total Number	175	0	175

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

EXECUTIVE DIRECTOR (CRM)