

## PERIODIC DISCLOSURES

**FORM L-41 GRIEVANCE DISPOSAL**

Insurer: LIFE INSURANCE CORP. OF INDIA Date: 12/23/2010

### GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE 2010 (FY 2010-2011)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>	<b>8121</b>	<b>13030</b>	<b>19645</b>			<b>1506</b>
	a) Sales Related	217	363	548			32
	b) New Busines Related	216	413	623			6
	c) Policy Servcing related	5358	7159	11245			1272
	d) Claim Servicing related	877	2490	3302			65
	e) Others	1453	2605	3927			131
	<b>Total Number</b>	<b>8121</b>	<b>13030</b>	<b>19645</b>			<b>1506</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	856	0	856
	b) Greater than 15 days	650	0	650
	<b>Total Number</b>	<b>1506</b>	<b>0</b>	<b>1506</b>

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

EXECUTIVE DIRECTOR (CRM)