PERIODIC DISCLOSURES

Insurer: LIFE INSURANCE CORP. OF INDIA   **Date:** 18-06-2015

GRIEVANCE DISPOSAL FOR THE Year ENDING March 2015 (FY 2014-2015)

Sl No.	Particulars	Opening Balance at the begining of the year	Additions during the Year	Complaints Resolved/ settled during the year			Complaints Pending at the end of the Year	Total complaints registered during the F. Y
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers	0	81614	75025	3750	2839	0	81614
a)	Death claims	0	1721	1376	231	114	0	1721
b)	Policy Servcing	0	40629	37679	1629	1321	0	40629
c)	Proposal processing	0	4207	3902	190	115	0	4207
d)	Survival Claims	0	15180	13808	804	568	0	15180
e)	ULIP Related	0	694	626	40	28	0	694
f)	Unfair Business Practices	0	2368	2158	120	90	0	2368
g)	Others	0	16815	15476	736	603	0	16815
	Total Number	0	81614	75025	3750	2839	0	81614

2	Total no. of Policies (new) during Previous Year	3,45,11,781
3	Total no. of claims during Previous Year	2,54,05,603
4	Total no. of Policies (new) during Current Year	2,01,71,063
5	Total no. of Claims during Current Year	2,29,59,147
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	32.08
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	7.36

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

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

Executive Director (CRM)