

PERIODIC DISCLOSURES

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

Date:

12-02-2015

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING December 2014 (FY 2014-2015)

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	Complaints made by the customers	272	18435	17022	774	695	216	57143
a)	Death claims	6	432	352	42	32	12	1301
b)	Policy Servcing	131	9108	8527	322	310	80	27726
c)	Proposal processing	15	959	889	39	32	14	3129
d)	Survival Claims	56	3203	2918	168	126	47	11125
e)	ULIP Related	3	125	99	15	11	3	536
f)	Unfair Business Practices	8	585	529	26	26	12	1718
g)	Others	53	4023	3708	162	158	48	11608
	Total Number	272	18435	17022	774	695	216	57143

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	1,24,08,426
5	Total no. of Claims during Current Year	1,39,43,597
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	36.04
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	8.91

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	185	0	185
b)	7-15 days	19	0	19
c)	15-30 days	6	0	6
d)	30-90 days	4	0	4
e)	90 days and beyond	2	0	2
	Total Number	216	0	216

Executive Director (CRM)