

PERIODIC DISCLOSURES

L-41

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **28.12.2020**

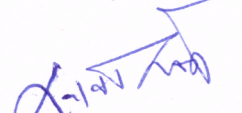
GRIEVANCE DISPOSAL FOR THE QUARTER ENDING September 2020 (FY 2020-2021)

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	750	26839	20673	1947	321	661	54201
a)	Death claims	122	1206	959	153	35	31	2046
b)	Policy Servcing	284	9075	7064	614	108	217	18425
c)	Proposal processing	22	1609	1285	124	6	27	2567
d)	Survival Claims	90	8889	6929	694	49	77	16599
e)	ULIP Related	11	43	41	5	0	0	106
f)	Unfair Business Practices	145	878	706	83	28	52	2116
g)	Others	76	5139	3689	274	95	257	12342
	Total Number	750	26839	20673	1947	321	661	54201

2	Total no. of Policies (new) during Previous Year	2,19,25,106
3	Total no. of claims during Previous Year	2,67,86,897
4	Total no. of Policies (new) during Current Year	61,61,576
5	Total no. of Claims during Current Year	98,56,865
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	57.71
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	18.92

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	382	0	382
b)	8-15 days	136	0	136
c)	16-30 days	92	0	92
d)	31-90 days	44	0	44
e)	Beyond 90 days	7	0	7
	Total Number	661	0	661

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


CHIEF (CRM/PS)