

PERIODIC DISCLOSURES

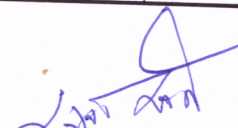
Insurer: LIFE INSURANCE CORP. OF INDIA

Date: 28.07.2020

GRIEVANCE DISPOSAL FOR THE YEAR ENDING March 2020 (FY 2019-2020)

SI No.	Particulars	Opening Balance as on beginning 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	115053	107125	6477	1352	99	115053
a)	Death claims	0	3371	2967	345	58	1	3371
b)	Policy Servcing	0	49925	46628	2670	608	19	49925
c)	Proposal processing	0	4453	4116	295	40	2	4453
d)	Survival Claims	0	27027	25335	1433	248	11	27027
e)	ULIP Related	0	308	281	19	7	1	308
f)	Unfair Business Practices	0	3981	3642	275	62	2	3981
g)	Others	0	25988	24156	1440	329	63	25988
	Total Number	0	115053	107125	6477	1352	99	115053
2	Total no. of Policies (new) during Previous Year			2,14,33,256				
3	Total no. of claims during Previous Year			3,10,65,087				
4	Total no. of Policies (new) during Current Year			2,19,25,106				
5	Total no. of Claims during Current Year			2,67,86,897				
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)			38.61				
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)			11.35				
8	Duration wise Pending Status							
		Complaints made by customers	Complaints made by intermediaries	Total				
a)	Upto 7 days							
b)	8-15 days	54	0	54				
c)	16-30 days	29	0	29				
d)	31-90 days	6	0	6				
e)	90 days and beyond	9	0	9				
	Total Number	99	0	99				

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


 Chief (CRM-Process)