

PERIODIC DISCLOSURES

L-41

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

Date: **8/13/2016**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2016 (FY 2016-2017)

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	0	9581	8484	499	281	317	9581
a)	Death claims	0	471	340	76	29	26	471
b)	Policy Servcing	0	4144	3804	153	86	101	4144
c)	Proposal processing	0	467	412	20	15	20	467
d)	Survival Claims	0	2473	2140	152	95	86	2473
e)	ULIP Related	0	132	120	2	1	9	132
f)	Unfair Business Practices	0	324	269	31	10	14	324
g)	Others	0	1570	1399	65	45	61	1570
	Total Number	0	9581	8484	499	281	317	9581

2	Total no. of Policies (new) during Previous Year	20,546,749
3	Total no. of claims during Previous Year	21,787,588
4	Total no. of Policies (new) during Current Year	3,675,205
5	Total no. of Claims during Current Year	4,019,604
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	18.06
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	7.32

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	197	0	197
b)	7-15 days	33	0	33
c)	15-30 days	39	0	39
d)	30-90 days	46	0	46
e)	90 days and beyond	2	0	2
	Total Number	317	0	317

Figures are inclusive of complaints registered through ICMS + DPG + MOF