

PERIODIC DISCLOSURES

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **20-08-13**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June. 2013 (FY 2013-2014)

Sl No.	Particulars	Opening Balance *As on being of the Quarter	Additions during the Quarter	Complaints Resolved/ settled during			Complaints Pending at the end of the	Total complaints registered upto the Quarter during the
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers	0	18100	16144	723	548	685	18100
a)	Death claims	0	545	448	45	31	21	545
b)	Policy Servcing	0	7903	7063	284	256	300	7903
c)	Proposal processing	0	1081	979	36	25	41	1081
d)	Survival Claims	0	3807	3414	139	110	144	3807
e)	ULIP Related	0	260	234	11	6	9	260
f)	Unfair Business Practices	0	631	562	27	18	24	631
g)	Others	0	3873	3444	181	102	146	3873
	Total Number	0	18100	16144	723	548	685	18100

2	Total no. of Policies during Previous Year	36,781,642
3	Total no. of claims during Previous Year	18011051
4	Total no. of Policies during Current Year	5,065,155
5	Total no. of Claims during Current Year	3407748
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	27.14
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	12.77

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	531	0	531
b)	7-15 days	99	0	99
c)	15-30 days	27	0	27
d)	30-90 days	28	0	28
e)	90 days and beyond	0	0	0
	Total Number	685	0	685

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

Chief (CRM)

