

# PERIODIC DISCLOSURES

L-41

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

Date:

**14.08.2017**

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING June 2017 (FY 2017-2018)

Sl 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		
<b>1</b>	<b>Complaints made by the customers</b>							
a)	Death claims	0	438	309	83	27	19	438
b)	Policy Servcing	0	3130	2773	195	42	120	3130
c)	Proposal processing	0	349	292	27	14	16	349
d)	Survival Claims	0	2263	1959	173	63	68	2263
e)	ULIP Related	0	42	34	5	0	3	42
f)	Unfair Business Practices	0	301	255	24	7	15	301
g)	Others	0	1018	850	59	29	80	1018
	<b>Total Number</b>	<b>0</b>	<b>7541</b>	<b>6472</b>	<b>566</b>	<b>182</b>	<b>321</b>	<b>7541</b>

2	Total no. of Policies (new) during Previous Year	20,131,500
3	Total no. of claims during Previous Year	22,066,047
4	Total no. of Policies (new) during Current Year	3,665,949
5	Total no. of Claims during Current Year	4,238,478
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	13.2
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	6.37

	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	229		229
b)	7-15 days	44		44
c)	15-30 days	34		34
d)	30-90 days	14		14
e)	90 days and beyond	0		0
	<b>Total Number</b>	<b>321</b>	<b>0</b>	<b>321</b>

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