

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORP. OF INDIA Date: 19/10/2012

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING SEPTEMBER 2012 (FY 2012-2013)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	576	17371	17267	0	0	680
	a) Sales Related	25	548	545			28
	b) New Busines Related	46	1264	1256			54
	c) Policy Servcing related	256	7758	7712			302
	d) Claim Servicing related	122	3390	3369			143
	e) Others	127	4411	4385			153
	Total Number	576	17371	17267	0	0	680

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	589	0	589
	b) Greater than 15 days	91	0	91
	Total Number	680	0	680

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

EXECUTIVE DIRECTOR (CRM)