

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORP. OF INDIA Date: 14/01/2012

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING DECEMBER 2011 (FY 2011-2012)

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved/ settled			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	822	14710	14730			802
	a) Sales Related	28	429	430			27
	b) New Busines Related	57	967	968			56
	c) Policy Servcing related	401	7538	7548			391
	d) Claim Servicing related	141	2117	2120			138
	e) Others	195	3659	3664			190
	Total Number	822	14710	14730			802

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	587	0	587
	b) Greater than 15 days	215	0	215
	Total Number	802	0	802

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

EXECUTIVE DIRECTOR (CRM)