

PERIODIC DISCLOSURES

FORM L-41 GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORP. OF INDIA Date: 20/08/2011

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING JUNE 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	175	20731	17922			2984
	a) Sales Related	23	512	443			92
	b) New Busines Related	21	332	286			67
	c) Policy Servcing related	94	17069	14756			2407
	d) Claim Servicing related	22	2711	2344			389
	e) Others	15	107	93			29
	Total Number	175	20731	17922			2984

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	2015	0	2015
	b) Greater than 15 days	969	0	969
	Total Number	2984	0	2984

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

EXECUTIVE DIRECTOR (CRM)