

PERIODIC DISCLOSURES

Insurer: **LIFE INSURANCE CORP. OF INDIA** Date: **8/16/2013**

GRIEVANCE DISPOSAL FOR THE YEAR 2012-2013

SI No.	Particulars	Opening Balance *As on being of the Quarter	Additions during the YEAR	Complaints Resolved/ settled during			Complaints Pending at the end of the YEAR	Total complaints registered during the Financial Year.
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers	66	73666	67404	4148	2180	0	73666
a)	Death claims	3	2027	1655	254	121	0	2027
b)	Policy Servcing	34	32519	30058	1643	852	0	32519
c)	Proposal processing	8	5023	4646	263	122	0	5023
d)	Survival Claims	7	12834	11680	739	422	0	12834
e)	ULIP Related	2	1487	1370	69	50	0	1487
f)	Unfair Business Practices	7	2577	2268	185	131	0	2577
g)	Others	5	17199	15727	995	482	0	17199
	Total Number	66	73666	67404	4148	2180	0	73666

2	Total no. of Policies during Previous Year	35750763
3	Total no. of claims during Previous Year	18829511
4	Total no. of Policies during Current Year	36781642
5	Total no. of Claims during Current Year	18011051
6	Total no. of Policy Complaints (C.Y.) per 10000 policies (C.Y.)	15.99
7	Total no. of Claim Complaints (C.Y.) per 10000 claims reported (C.Y.)	8.25

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

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

Executive Director (CRM)

