

FORM L-41 GRIEVANCE DISPOSAL

Insurer: LIFE INSURANCE CORPORATION OF INDIA

Date: 05/05/2023

GRIEVANCE DISPOSAL FOR THE YEAR ENDING March, 2023

| Sl No. | Particulars | Opening Balance at the beginning of the Year | Additions during the Year (net of duplicate complaints) | Complaints Resolved/Settled during the Quarter | | | Complaints Pending at the end of the Year | Total complaints registered during the F.Y |
|--------|---|--|---|--|------------------|------------|---|--|
| | | | | Fully Accepted | Partial Accepted | Rejected | | |
| 1 | Complaints made by the customers (ICMS) | | | | | | | |
| a) | Death Claims | 0 | 4191 | 3697 | 420 | 74 | 0 | 4191 |
| b) | Policy Servicing | 0 | 26610 | 24980 | 1421 | 209 | 0 | 26610 |
| c) | Proposal Processing | 0 | 6189 | 5844 | 319 | 26 | 0 | 6189 |
| d) | Survival Claims | 0 | 21648 | 20359 | 1069 | 220 | 0 | 21648 |
| e) | ULIP Related | 0 | 230 | 209 | 17 | 4 | 0 | 230 |
| f) | Unfair Business Practices | 0 | 2984 | 2735 | 190 | 59 | 0 | 2984 |
| g) | Others | 0 | 19663 | 18319 | 1114 | 230 | 0 | 19663 |
| | Total Number of Complaints | 0 | 81515 | 76143 | 4550 | 822 | 0 | 81515 |

| | | |
|---|---|------------|
| 2 | Total no. of Policies upto corresponding period of previous year | 21,754,965 |
| 3 | Total no. of Claims upto corresponding period of previous year | 33,717,207 |
| 4 | Total no. of Policies during current year | 20,465,055 |
| 5 | Total no. of Claims during current year | 52,530,385 |
| 6 | Total no. of Policy Complaints (current year) per 10000 policies (current year) | 27.21 |
| 7 | Total no. of Claim Complaints (current year) per 10000 claims registered (current year) | 4.88 |

| 8 | Duration wise Pending Status | Complaints made by customers | | Complaints made by Intermediaries | | Total | |
|----|-----------------------------------|------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------|----------------------------------|
| | | Number | Percentage to Pending complaints | Number | Percentage to Pending complaints | Number | Percentage to Pending complaints |
| a) | Upto 15 days | 0 | N.A. | 0 | 0 | 0 | N.A. |
| b) | 15-30 days | 0 | N.A. | 0 | 0 | 0 | N.A. |
| c) | 30-90 days | 0 | N.A. | 0 | 0 | 0 | N.A. |
| d) | 90 days and Beyond | 0 | N.A. | 0 | 0 | 0 | N.A. |
| | Total Number of Complaints | 0 | | 0 | | 0 | |

Executive Director (CRM/PS)

(Signature)