

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE YEAR ENDING: December 2020

Sr. No	Particulars	Opening balance as on beginning of the year	Additions YTD 'December 2020*	Complaints resolved / settled upto the quarter during the financial year			Complaints pending at the end of December 2020	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	-	60	7	1	52	-	60
b	Policy Servicing	-	112	48	8	56	-	112
c	Proposal Processing	-	100	55	5	40	-	100
d	Survival claims	-	209	101	5	103	-	209
e	ULIP Related	-	18	1	1	16	-	18
f	Unfair Business Practices	-	1,250	342	32	873	3	1,250
g	Others	-	408	162	13	233	-	408
	Total Complaints	-	2,157	716	65	1,373	3	2,157

2	Total No. of policies during previous year	766,991
3	Total No. of claims during previous year	328,843
4	Total No. of policies during current year	443,145
5	Total No. of claims during current year	292,451
6	Total No. of policy complaints (Current year) per 10,000 policies (current year)	42
7	Total No. of claim complaints (Current year) per 10,000 claims registered (current year)	10

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	2	0	2
b	7-15 days	1	0	1
c	15-30 days	0	0	0
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	3	0	3

*Grievance calls tagged as 'Duplicate' have been excluded

PERIODIC DISCLOSURES

Form L41 GRIEVANCE DISPOSAL

Insurer: ICICI Prudential Life Insurance Company Limited

GRIEVANCE DISPOSAL FOR THE QUARTER ENDING: December 2020

Sr. No	Particulars	Opening balance as on beginning of the quarter	Additions during the quarter*	Complaints resolved / settled during the quarter			Complaints pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a	Death Claims	2	20	2	-	20	-	60
b	Policy Servicing	-	49	23	1	25	-	112
c	Proposal Processing	-	28	15	2	11	-	100
d	Survival claims	2	103	50	2	53	-	209
e	ULIP Related	-	5	0	1	4	-	18
f	Unfair Business Practices	1	444	97	12	333	3	1,250
g	Others	1	152	55	1	97	-	408
	Total Complaints	6	801	242	19	543	3	2,157

2	Total No. of policies during previous year	766,991
3	Total No. of claims during previous year	328,843
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8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a	Upto 7 days	2	0	2
b	7-15 days	1	0	1
c	15-30 days	0	0	0
d	30-90 days	0	0	0
e	90 days and beyond	0	0	0
	Total No. of Complaints	3	0	3

*Grievance calls tagged as 'Duplicate' have been excluded