888	****	65029		
****	788800	acer	389	388
****	1937500	7,	36.4	888
COLD	2000	**Y &	188	200

Total complaints

registered upto the

Quarter during the

F. Y

86087

19225

86087

opidos de l'estados. Sectionistico de la compansión de la comp	PERIODIC DISCL	OSURES	20 Sept 20 Sep	SHEET STREET,	AND THE SECOND	Action of the second	A CONTRACTOR
Insurer:	LIFE INSURANCE CORP. OF INDIA	Date:	11.02.2021				
	GRIEVANCE DISPOSAL F	OR THE QUARTE	R ENDING Decem	ber 2020 (FY	2020-2021)		
		Opening Balance	Additions during	1	Resolved/ settled Quarter	during the	Pending at the
Sl No.	Particulars	as on begining of the Quarter		Fully Accepted	Partial Accepted	Rejected	end of the Quarter
1	Complaints made by the customers	661	31886	30179	1638	269	461
	Death claims	31	1299	1181	140	6	
	Policy Servcing	217	11785	11367	526	79	30
	Proposal processing	27	1730	1584	153	16	
	Survival Claims	77	9007	8569	409	80	26
	ULIP Related	0	79	72	6	1	-0
	Unfair Business Practices	52	1103	1090	46	15	
	Others	257	6883	6316	358		1
6)	Total Number	661	31886	30179	1638	269	461
2	Total no. of Policies (new) during Previous Year			2,19,25,106			
	Total no. of claims during Previous Year			2,67,86,897			
	Total no. of Policies (new) during Current Year			1,15,54,067			
	Total no. of Claims during Current Year			1,80,86,576			
	Total no. of Policy Complaints (C.Y.) per 10000			40.45		1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 - 1 -	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	Upto 7 days	324	0	324
	8-15 days	57	0	57
	16-30 days	38	0	38
	31-90 days	32	0	32
	Beyond 90 days	10	0	10
	Total Number	461	0	461

Figures are inclusive of complaints registered through ICMS + CPGRAMS + MOF+NCH

Total no. of Claim Complaints (C.Y.) per 10000 claims

6 policies (C.Y.)

7 reported (C.Y.)

EXECUTIVE DIRECTOR (CRM-PS)

49.45

16.01

1000	***	335000		æ
***	33333	2000	w	- 36
-	950	w,	84	8
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PERIODIC DISCLOSURES				maket and supplied the state	ALCOHOL: NAME OF THE OWNER,	AND THE PARTY OF	Mary State of the	
Insurer:	LIFE INSURANCE CORP. OF INDIA		11.02.2021					
	GRIEVANCE DISPOSAL F	OR THE QUARTE	R ENDING Decem					
	Sl No. Particulars	Opening Balance as on begining of the Quarter	Additions during the Quarter	Complaints Resolved/ settled during th Quarter		during the	Complaints Pending at the	Total complaints registered upto the
SI No.				Fully Accepted	Partial Accepted	Rejected	end of the Quarter	Quarter during the F. Y
1	Complaints made by the customers	661	31886	30179	1638	269	461	86087
	Death claims	31	1299	1181	140	6	3	3345
	Policy Servcing	217	11785	11367	526	79	30	30210
<u> </u>	Proposal processing	27	1730	1584	153	16	4	4297
	Survival Claims	77	9007	8569	409	80	26	25606
	ULIP Related	0	79	72	6	1	√0	185
	Unfair Business Practices	52	1103	1090	46	15	4	3219
	Others	257	6883	6316	358	72	394	19225
g)	Total Number	661		30179	1638	269	461	86087
				2,19,25,106	1			
	Total no. of Policies (new) during Previous Year			2,67,86,897				
	3 Total no. of claims during Previous Year 4 Total no. of Policies (new) during Current Year			1,15,54,067			. The second of	
	Total no. of Claims during Current Year	3		1,80,86,576				
	Total no. of Policy Complaints (C.Y.) per 10000			40.45				

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
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	8-15 days	57	0	57
	16-30 days	38	0	38
· · · · · · · ·	31-90 days	32	0	32
	Beyond 90 days	10	0	10
 	Total Number	461	. 0	461

Figures are inclusive of complaints registered through ICMS + CPGRAMS + MOF+NCH

Total no. of Claim Complaints (C.Y.) per 10000 claims

6 policies (C.Y.)

reported (C.Y.)

EXECUTIVE DIRECTOR (CRM-PS)

49.45

16.01