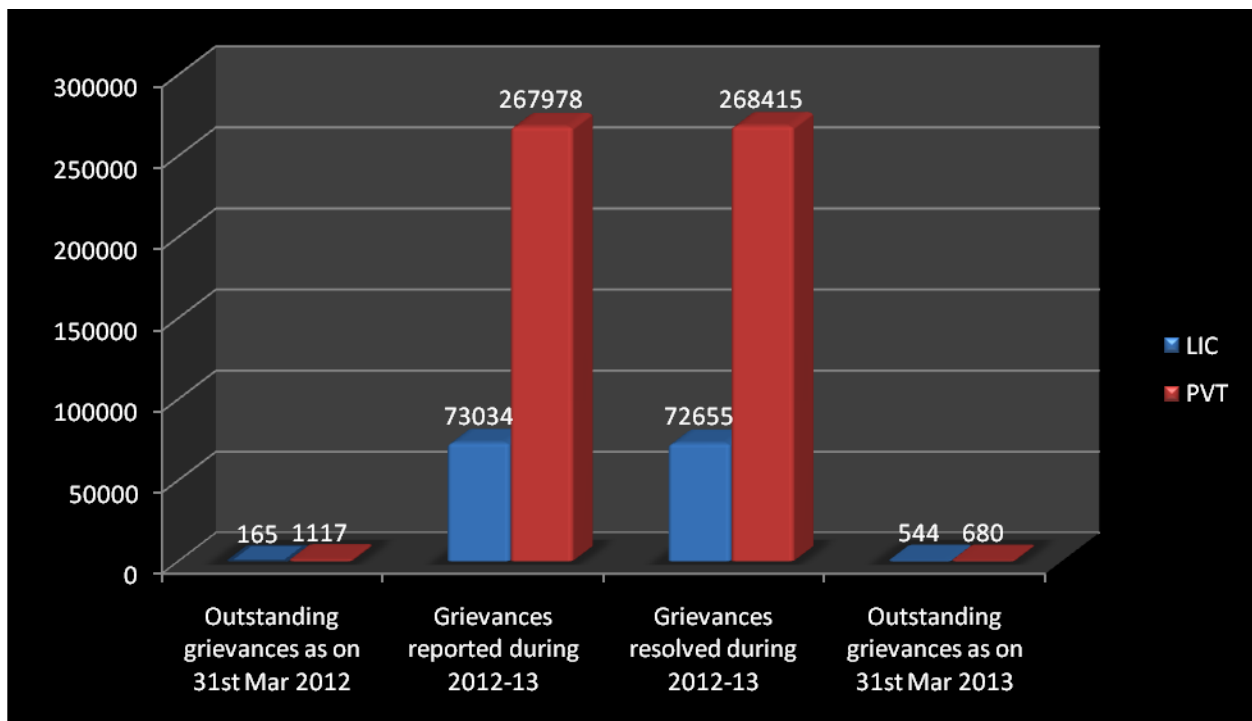


## Overall comparison of grievances against life insurers in 2012-13



The life insurance industry received a total of 3,41,012 complaints during 2012-13, out of which, 73,034 complaints were related to LIC while 2,67,978 complaints, were related to private sector life insurers. Overall 99.64 per cent of the complaints were resolved in 2012-13. While the private life insurers resolved 99.73 per cent of the complaints registered, LIC resolved 99.25 per cent of the complaints during the year.



Source: IRDA Annual report 2012-13