

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001

S.No	Particulars	Opening Balance as on beginning of Q4, 2012-13	Additions during Q4, 2012-13	Complaints resolved / settled during			Complaints pending at the end of Q4, 2012-13	Total complaints registered upto Q4, 2012-13
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	1	56	51	-	6	-	608
b)	Claim	17	317	213	-	93	28	2,198
c)	Policy related	23	1,909	1,849	-	51	32	7,882
d)	Premium	1	187	186	-	-	2	896
e)	Refund	-	56	48	-	7	1	206
f)	Coverage	-	2	1	-	-	1	26
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	9	471	451	-	14	15	2,286
	Total number of complaints	51	2,998	2,799	-	171	79	14,102

2	Total no. of policies during previous year:	7,574,172
3	Total no. of claims intimated during previous year:	5,427,430
4	Total no. of policies during current year:	9,184,196
5	Total no. of claims intimated during current year:	4,352,808
6	Total no. of Policy Complaints (current year) per 10,000 policies (current year):	13
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	5

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	29	-	29
(b)	7 - 15 days	44	-	44
(c)	15-30 days	6	-	6
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	79	-	79