

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

**Registration No. 115 dated August 03, 2001
(CIN) U67200MH2000PLC129408**

S.No	Particulars	Opening Balance as on beginning of Q1, 2018	Additions during Q1, 2018	Complaints resolved / settled during the year			Complaints pending at the end of Q1, 2018	Total complaints registered upto Q1, 2018
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	63	257	276	-	24	20	257
c)	Policy related	32	284	286	-	3	27	284
d)	Premium	-	6	6	-	-	-	6
e)	Refund	3	26	27	-	-	2	26
f)	Coverage	-	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	22	199	209	-	-	12	199
	Total number of complaints	120	772	804	-	27	61	772

2	Total no. of policies during FY 2016-17	1,77,32,491
3	Total no. of claims intimated during FY 2016-17	22,05,388
4	Total no. of policies during Q1 2017-18	52,34,905
5	Total no. of claims intimated during Q1 2017-18	3,56,707
6	Total no. of policy complaints (Q1 2017-18) per 10,000 policies (Q1 2017-18):	0.98
7	Total No. of claim complaints (Q1 2017-18) per 10,000 claims registered (Q1 2017-18):	7.20

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	41	-	41
(b)	7 - 15 days	20	-	20
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	61	-	61