

**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: L67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q2, 2019-20	Additions during Q2, 2019-20	Complaints resolved / settled during the year			Complaints pending at the end of Q2, 2019-20
				Fully accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Proposal related	-	1	-	-	-	1
b)	Claim	21	299	254	-	31	35
c)	Policy related	4	107	101	-	-	10
d)	Premium	1	2	2	-	-	1
e)	Refund	-	10	10	-	-	-
f)	Coverage	5	108	101	-	2	10
g)	Cover note related	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-
i)	Others	15	130	138	-	-	7
	<b>Total number of complaints</b>	<b>46</b>	<b>657</b>	<b>606</b>	<b>-</b>	<b>33</b>	<b>64</b>

2	Total no. of policies during previous year: FY 2018-19	26,484,078
3	Total no. of claims intimated during previous year: FY 2018-19	1,620,705
4	Total no. of policies upto Q2 2019-20	12,744,758
5	Total no. of claims intimated upto Q2 2019-20	931,396
6	Total no. of policy complaints (upto Q2 2019-20) per 10,000 policies (upto Q2 2019-20)	0.66
7	Total No . of Claim Complaints (upto Q2 2019-20) per 10,000 claims registered (upto Q2 2019-20)	6.09

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	44	-	44
(b)	7 - 15 days	19	-	19
(c)	15-30 days	1	-	1
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	<b>Total No. of complaints</b>	<b>64</b>	<b>-</b>	<b>64</b>