

**PERIODIC DISCLOSURES
FORM NL-45-GREIVANCE DISPOSAL**

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No: 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claims Related	90	661	308	34	319	90	1,503
c)	Policy Related	17	195	186	5	10	11	394
d)	Premium Related	8	26	28	-	5	1	65
e)	Refund Related	3	39	32	-	8	2	75
f)	Coverage Related	19	105	85	2	22	15	217
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	-
i)	Others	24	81	83	4	13	5	304
	Total	161	1,107	722	45	377	124	2,558

2	Total No. of policies during previous year: FY 2022-23	32,718,692
3	Total No. of claims during previous year: FY 2022-23	3,674,167
4	Total No. of policies upto Q2 2023-24	15,367,863
5	Total No. of claims upto Q2 2023-24	1,400,686
6	Total no. of policy complaints (upto Q2 2023-24) per 10,000 policies (upto Q2 2023-24)	0.69
7	Total No. of Claim Complaints (upto Q2 2023-24) per 10,000 claims registered (upto Q2 2023-24)	10.73

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	124	5%	-	0%	124	5%
b)	15 - 30 days	-	0%	-	0%	-	0%
c)	30 - 90 days	-	0%	-	0%	-	0%
d)	90 days & Beyond	-	0%	-	0%	-	0%
	Total Number of Complaints	124	5%	-	0%	124	5%

PD/2023-24/H1/Ver. Dated October 18, 2023