

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

Name of the Insurer: ICICI Lombard General Insurance Co. Ltd.
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							
SI No.	Proposal Related	-	-	-	-	-	-	-
b)	Claims Related	111	849	383	63	435	79	3046
c)	Policy Related	16	250	225	4	21	16	844
d)	Premium Related	6	89	50	7	36	2	210
e)	Refund Related	5	42	34	3	6	4	149
f)	Coverage Related	4	125	94	2	20	13	468
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	-
i)	Others (to be specified)	14	232	170	11	30	35	626
	Total	156	1587	956	90	548	149	5343

2	Total no. of policies during previous year: FY 2022-23	32,718,692
3	Total no. of claims intimated during previous year: FY 2022-23	3,674,167
4	Total no. of policies upto Q4 2023-24	36,177,981
5	Total no. of claims intimated upto Q4 2023-24	2,893,157
6	Total no. of policy complaints (upto Q4 2023-24) per 10,000 policies (upto Q4 2023-24)	0.63
7	Total No. of Claim Complaints (upto Q4 2023-24) per 10,000 claims registered (upto Q4 2023-24)	10.53

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	149	3%	-	0%	149	3%
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	149	3%	-	0%	149	3%

Note :- (a) Opening balance should tally with the closing balance of the previous quarter.
(b) Complaints reported should be net of duplicate complaints
(c) No. of policies should be new policies (both individual and group) net of cancellations
(d) Claims should be no. of claims reported during the period
(e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.

PD/2023-24/FY/Ver. Dated April 18, 2024