

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115, dated August 03, 2001

Year: 2008-09

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	4	462	76	0	384	6
b)	Policy Administration Related	7	820	155	0	663	9
c)	Insurance Policy Coverage related	3	214	63	0	152	2
d)	Claims related	11	1442	120	0	1320	13
e)	others		-		0	0	-
d)	Total Number	25	2938	414	0	2519	30

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	22	0	22
b)	Greater than 15 days	8	0	8
	Total Number	30	0	30

* Opening balance should tally with the closing balance of the previous financial year.