

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001

Statement for the quarter ended September 30, 2011

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	11	421	346	-	73	13
b)	Policy Administration Related	13	4,063	3,646	-	385	45
c)	Insurance Policy Coverage related	2	386	278	-	91	19
d)	Claims related	10	736	343	-	383	20
e)	Others	-	-	-	-	-	-
	Total	36	5,606	4,613	-	932	97

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	69	-	69
b)	Greater than 15 days	28	-	28
	Total Number	97	-	97

* Opening balance should tally with the closing balance of the previous quarter.