

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) U67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q4, 2016-17	Additions during Q4, 2016-17	Complaints resolved / settled during the year			Complaints pending at the end of Q4, 2016-17	Total complaints registered upto Q4, 2016-17
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	1	1	-	-	-	2
b)	Claims	35	283	231	-	24	63	1,160
c)	Policy related	38	364	369	-	1	32	1,096
d)	Premium	-	8	8	-	-	-	58
e)	Refund	1	10	8	-	-	3	51
f)	Coverage	-	-	-	-	-	-	129
g)	Covernote related	-	-	-	-	-	-	224
h)	Product	-	-	-	-	-	-	-
i)	Others	22	184	180	-	4	22	795
	Total number of complaints	96	850	797	-	29	120	3,515

2	Total no. of policies during previous year: FY 2015-16	1,58,00,144
3	Total no. of claims intimated during previous year: FY 2015-16	16,14,587
4	Total no. of policies FY2016-17	1,77,32,491
5	Total no. of claims intimated FY2016-17	22,05,388
6	Total no. of Policy Complaints (FY2016-17) per 10,000 policies (FY2016-17)	1.33
7	Total No. of Claim Complaints (FY2016-17) per 10,000 claims registered (FY2016-17)	5.26

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	96	-	96
(b)	7 - 15 days	24	-	24
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	120	-	120