

**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: L67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q4, 2020	Additions during Q4, 2020	Complaints resolved / settled during the year			Complaints pending at the end of Q4, 2020	Total complaints registered upto Q4, 2020
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	10	10	-	-	-	16
b)	Claim	49	260	151	21	123	14	1,068
c)	Policy related	20	95	103	1	4	7	480
d)	Premium	-	6	6	-	-	-	21
e)	Refund	2	14	11	1	3	1	47
f)	Coverage	13	72	70	2	10	3	326
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	27	142	135	3	21	10	659
	<b>Total number of complaints</b>	<b>111</b>	<b>599</b>	<b>486</b>	<b>28</b>	<b>161</b>	<b>35</b>	<b>2,617</b>

2	Total no. of policies during previous year: FY 2018-19	26,484,078
3	Total no. of claims intimated during previous year: FY 2018-19	1,620,705
4	Total no. of policies upto Q4 2019-20	26,222,039
5	Total no. of claims intimated upto Q4 2019-20	1,894,100
6	Total no. of policy complaints (upto Q4 2019-20) per 10,000 policies (upto Q4 2019-20)	0.59
7	Total No. of Claim Complaints (upto Q4 2019-20) per 10,000 claims registered (upto Q4 2019-20)	5.64

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	30	-	30
(b)	7 - 15 days	4	-	4
(c)	15-30 days	1	-	1
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	<b>35</b>	<b>-</b>	<b>35</b>