

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 Q1, 2021	Additions during Q1, 2021	Complaints resolved / settled during the			Complaints pending at the end of Q1, 2021
				Fully accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Proposal related	-	6	5	-	1	-
b)	Claim	14	246	92	23	110	35
c)	Policy related	7	64	62	2	3	4
d)	Premium	-	11	8	-	1	2
e)	Refund	1	28	20	2	4	3
f)	Coverage	3	77	46	6	19	9
g)	Cover note related	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-
i)	Others	10	103	78	2	24	9
	Total number of complaints	35	535	311	35	162	62

2	Total no. of policies during previous year: FY 2019-20	26,222,039
3	Total no. of claims intimated during previous year: FY 2019-20	1,894,100
4	Total no. of policies upto Q1 2020-21	3,613,308
5	Total no. of claims intimated upto Q1 2020-21	227,617
6	Total no. of policy complaints (upto Q1 2020-21) per 10,000 policies (upto Q1 2020-21)	0.80
7	Total No. of Claim Complaints (upto Q1 2020-21) per 10,000 claims registered (upto Q1 2020-21)	10.81

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	46	-	46
(b)	7 - 15 days	16	-	16
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	62	-	62