

PERIODIC DISCLOSURES
FORM NL-45-GREIVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No: 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	3	3	-	-	-	5
b)	Claims Related	38	536	310	50	148	66	965
c)	Policy Related	7	128	114	6	7	8	276
d)	Premium Related	3	24	17	3	4	3	46
e)	Refund Related	-	19	14	2	1	2	48
f)	Coverage Related	7	86	76	2	5	10	157
g)	Cover Note Related	-	1	-	-	1	-	1
h)	Product Related	-	8	3	1	3	1	11
i)	Others	6	80	56	7	16	7	186
	Total	61	885	593	71	185	97	1,695

2	Total No. of policies during previous year:	21,733,076
3	Total No. of claims during previous year:	1,644,943
4	Total No. of policies during current year:	11,584,850
5	Total No. of claims during current year:	1,091,753
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0.63
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	8.84

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	95	6%	-	0%	95	6%
b)	15 - 30 days	2	0%	-	0%	2	0%
c)	30 - 90 days	-	0%	-	0%	-	0%
d)	90 days & Beyond	-	0%	-	0%	-	0%
	Total Number of Complaints	97	6%	-	0%	97	6%