

**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	-	-	-	-	-	-	-
b)	Claims Related	85	847	368	34	434	96	2,756
c)	Policy Related	11	263	211	5	35	23	715
d)	Premium Related	2	34	18	-	14	4	54
e)	Refund Related	1	42	32	-	5	6	105
f)	Coverage Related	2	98	58	-	26	16	434
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	-
i)	Others	11	266	205	4	37	31	855
	Total	112	1,550	892	43	551	176	4,919

2	Total No. of policies during previous year: FY 2021-22	29,310,084
3	Total No. of claims during previous year: FY 2021-22	2,326,531
4	Total No. of policies upto Q4 2022-23	32,718,692
5	Total No. of claims upto Q4 2022-23	3,674,167
6	Total no. of policy complaints (upto Q4 2022-23) per 10,000 policies (upto Q4 2022-23)	0.66
7	Total No. of Claim Complaints (upto Q4 2022-23) per 10,000 claims registered (upto Q4 2022-23)	7.50

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	176	4%	-	0%	176	4%
b)	15 - 30 days	-	0%	-	0%	-	0%
c)	30 - 90 days	-	0%	-	0%	-	0%
d)	90 days & Beyond	-	0%	-	0%	-	0%
	Total Number of Complaints	176	4%	-	0%	176	4%

PD/2022-23/Q3/Ver. Dated April 19, 2023