

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 Q2, 2015-16	Additions during Q2, 2015-16	Complaints resolved / settled during the year			Complaints pending at the end of Q2, 2015-16	Total complaints registered upto Q2, 2015-16
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	5	2	-	-	3	6
b)	Claim	40	254	239	-	25	30	534
c)	Policy related	63	663	651	-	-	75	1,173
d)	Premium	3	34	33	-	-	4	40
e)	Refund	5	20	20	-	-	5	52
f)	Coverage	-	9	5	-	2	2	9
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	28	225	248	-	-	5	593
	Total number of complaints	139	1,210	1,198	-	27	124	2,407

2	Total no. of policies during previous year:	1,38,66,799
3	Total no. of claims intimated during previous year:	29,95,001
4	Total no. of policies upto H1, 2015 -16:	72,73,815
5	Total no. of claims intimated upto H1, 2015 - 16:	8,18,103
6	Total no. of Policy Complaints (upto H1, 2015 - 16) per 10,000 policies (upto H1, 2015-16):	3
7	Total No. of Claim Complaints (upto H1, 2015 - 16) per 10,000 claims registered (upto H1, 2015 - 16):	7

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	102	-	102
(b)	7 - 15 days	22	-	22
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	124	-	124