

**PERIODIC DISCLOSURES**

**FORM NL-41 GREIVANCE DISPOSAL**

**Name of the Insurer: ICICI Lombard General Insurance Company Limited**

**Registration No. 115 dated August 03, 2001**

**Statement for the quarter ended March 31, 2012**

<b>GRIEVANCE DISPOSAL</b>							
<b>SI No.</b>	<b>Particulars</b>	<b>Opening Balance *</b>	<b>Additions</b>	<b>Complaints Resolved</b>			<b>Complaints Pending</b>
				<b>Fully Accepted</b>	<b>Partial Accepted</b>	<b>Rejected</b>	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	17	594	435	-	157	19
b)	Policy Administration Related	17	2,500	1,887	-	602	28
c)	Insurance Policy Coverage related	52	1,822	1,384	-	443	47
d)	Claims related	30	1,143	830	-	325	18
e)	Others	-	-	-	-	-	-
	<b>Total</b>	<b>116</b>	<b>6,059</b>	<b>4,536</b>	<b>-</b>	<b>1,527</b>	<b>112</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	96	-	96
b)	Greater than 15 days	16	-	16
	<b>Total Number</b>	<b>112</b>	<b>-</b>	<b>112</b>

\* Opening balance should tally with the closing balance of the previous quarter.