

**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 Q2, 2018	Additions during Q2, 2018	Complaints resolved / settled during the year			Complaints pending at the end of Q2, 2018	Total complaints registered upto Q2, 2018
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	2	2	-	-	-	2
b)	Claim	20	272	237	-	28	27	529
c)	Policy related	27	274	286	-	-	15	558
d)	Premium	-	4	4	-	-	-	10
e)	Refund	2	39	35	-	1	5	65
f)	Coverage	-	1	-	-	-	1	1
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	12	154	153	-	2	11	353
	<b>Total number of complaints</b>	<b>61</b>	<b>746</b>	<b>717</b>	<b>-</b>	<b>31</b>	<b>59</b>	<b>1,518</b>

2	Total no. of policies during FY 2016-17	1,77,32,491
3	Total no. of claims intimated during FY 2016-17	22,05,388
4	Total no. of policies upto H1 2017-18	1,05,99,157
5	Total no. of claims intimated upto H1 2017-18	7,69,118
6	Total no. of policy complaints (upto H1 2017-18) per 10,000 policies (upto H1 2017-18):	0.93
7	Total No. of claim complaints (upto H1 2017-18) per 10,000 claims registered (upto H1 2017-18):	6.88

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	56	0	56
(b)	7 - 15 days	3	0	3
(c)	15-30 days	0	0	-
(d)	30-90 days	0	0	-
(e)	90 days & Beyond	0	-	-
	<b>Total No. of complaints</b>	<b>59</b>	<b>-</b>	<b>59</b>