

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 Q3, 2018	Additions during Q3, 2018	Complaints resolved / settled during the year			Complaints pending at the end of Q3, 2018	Total complaints registered upto Q3, 2018
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	1	-	-	-	1	3
b)	Claim	27	242	219	-	26	24	770
c)	Policy related	15	274	258	-	-	31	833
d)	Premium	-	2	2	-	-	-	12
e)	Refund	5	18	22	-	-	1	83
f)	Coverage	1	-	1	-	-	-	1
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	11	150	146	-	3	12	503
	Total number of complaints	59	687	648	-	29	69	2,205

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 9M 2017-18	1,76,05,660
5	Total no. of claims intimated upto 9M 2017-18	11,50,885
6	Total no. of policy complaints (upto 9M 2017-18) per 10,000 policies (upto 9M 2017-18):	0.82
7	Total No. of claim complaints (upto 9M 2017-18) per 10,000 claims registered (upto 9M 2017-18):	6.69

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	61	-	61
(b)	7 - 15 days	8	-	8
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	69	-	69