

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

Sl 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	71	664	337	30	302	66	1,142
c)	Policy Related	10	124	121	3	3	7	246
d)	Premium Related	1	2	2	1	-	-	12
e)	Refund Related	-	10	8	1	-	1	25
f)	Coverage Related	12	186	134	19	30	15	281
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	-
i)	Others	16	221	178	14	28	17	424
	Total	110	1,207	780	68	363	106	2,130

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 Q2 2022-23	12,779,355
5	Total No. of claims upto Q2 2022-23	1,295,125
6	Total no. of policy complaints (upto Q2 2022-23) per 10,000 policies (upto Q2 2022-23)	0.77
7	Total No. of Claim Complaints (upto Q2 2022-23) per 10,000 claims registered (upto Q2 2022-23)	8.82

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	106	5%	-	0%	106	5%
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	106	5%	-	0%	106	5%