

**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**

SI 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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claims Related	37	478	195	49	200	71	478
c)	Policy Related	9	122	111	6	4	10	122
d)	Premium Related	-	10	1	4	4	1	10
e)	Refund Related	3	15	16	2	-	-	15
f)	Coverage Related	16	95	74	11	14	12	95
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	-
i)	Others	4	203	140	16	35	16	203
	<b>Total</b>	<b>69</b>	<b>923</b>	<b>537</b>	<b>88</b>	<b>257</b>	<b>110</b>	<b>923</b>

<b>2</b>	Total No. of policies during previous year: FY 2021-22	29,310,084
<b>3</b>	Total No. of claims during previous year: FY 2021-22	2,326,531
<b>4</b>	Total No. of policies upto Q1 2022-23	6,185,641
<b>5</b>	Total No. of claims upto Q1 2022-23	638,210
<b>6</b>	Total no. of policy complaints (upto Q1 2022-23) per 10,000 policies (upto Q1 2022-23)	0.72
<b>7</b>	Total No. of Claim Complaints (upto Q1 2022-23) per 10,000 claims registered (upto Q1 2022-23)	7.49

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	110	12%	-	0%	110	12%
b)	15 - 30 days	-	0%	-	0%	-	0%
c)	30 - 90 days	-	0%	-	0%	-	0%
d)	90 days & Beyond	-	0%	-	0%	-	0%
	<b>Total Number of Complaints</b>	<b>110</b>	<b>12%</b>	<b>-</b>	<b>0%</b>	<b>110</b>	<b>12%</b>