

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115, dated August 03, 2001

Year: 2007-08

GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	3	288	68	-	219	4
b)	Policy Administration Related	6	611	134	-	476	7
c)	Insurance Policy Coverage related	2	153	52	-	100	3
d)	Claims related	9	1125	123	43	957	11
e)	others		-		-	-	-
d)	Total Number	20	2177	377	43	1752	25

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	18	-	18
b)	Greater than 15 days	7	-	7
	Total Number	25	-	25

* Opening balance should tally with the closing balance of the previous financial year.