

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001

S.No	Particulars	Opening Balance as on beginning of Q1, 2013-14	Additions during Q1, 2013-14	Complaints resolved / settled during			Complaints pending at the end of Q1, 2013-14	Total complaints registered upto Q1, 2013-14
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	61	60	-	-	1	61
b)	Claim	28	760	694	-	86	8	760
c)	Policy related	32	1,345	1,291	-	71	15	1,345
d)	Premium	2	208	203	-	7	-	208
e)	Refund	1	66	65	-	2	-	66
f)	Coverage	1	3	2	-	-	2	3
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	15	434	410	-	35	4	434
	Total number of complaints	79	2,877	2,725	-	201	30	2,877

2	Total no. of policies during previous year:	9,184,196
3	Total no. of claims intimated during previous year:	4,352,808
4	Total no. of policies upto Q1, 2013 -14:	2,617,766
5	Total no. of claims intimated upto Q1, 2013 -14:	1,905,749
6	Total no. of Policy Complaints (upto Q1, 2013 - 14) per 10,000 policies (upto Q1, 2013-14):	8
7	Total No. of Claim Complaints (upto Q1, 2013 - 14) per 10,000 claims registered (upto Q1, 2013 - 14):	4

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	23	-	23
(b)	7 - 15 days	7	-	7
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	30	-	30