

**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) U67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q1, 2016	Additions during Q1, 2016	Complaints resolved / settled during			Complaints pending at the end of Q1, 2016	Total complaints registered upto Q1, 2016
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	1	1	-	-	-	1
b)	Claim	24	280	247	-	17	40	280
c)	Policy related	34	510	481	-	-	63	510
d)	Premium	-	6	3	-	-	3	6
e)	Refund	-	32	27	-	-	5	32
f)	Coverage	-	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	40	368	380	-	-	28	368
	<b>Total number of complaints</b>	<b>98</b>	<b>1,197</b>	<b>1,139</b>	<b>-</b>	<b>17</b>	<b>139</b>	<b>1,197</b>

2	Total no. of policies during previous year:	1,38,66,799
3	Total no. of claims intimated during previous year:	29,95,001
4	Total no. of policies during current year	37,41,388
5	Total no. of claims intimated during current year	3,96,291
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	2.45
7	Total No . of claim complaints (current year) per 10,000 claims registered (current year):	7.07

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	103	-	103
(b)	7 - 15 days	36	-	36
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	<b>Total No. of complaints</b>	<b>139</b>	<b>-</b>	<b>139</b>