

**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 Q2, 2013-14	Additions during Q2, 2013-14	Complaints resolved / settled during			Complaints pending at the end of H1, 2013-14	Total complaints registered upto H1, 2013-14
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	1	19	20	-	-	-	80
b)	Claim	8	177	101	-	80	4	937
c)	Policy related	15	960	932	-	26	17	2,305
d)	Premium	-	54	53	-	-	1	262
e)	Refund	-	29	18	-	10	1	95
f)	Coverage	2	10	9	-	2	1	13
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	4	234	228	-	1	9	668
	<b>Total number of complaints</b>	<b>30</b>	<b>1,483</b>	<b>1,361</b>	<b>-</b>	<b>119</b>	<b>33</b>	<b>4,360</b>

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 H1, 2013 -14:	5,154,580
5	Total no. of claims intimated upto H1, 2013 -14:	3,617,587
6	Total no. of Policy Complaints (upto H1, 2013 - 14) per 10,000 policies (upto H1, 2013-14):	7
7	Total No. of Claim Complaints (upto H1, 2013 - 14) per 10,000 claims registered (upto H1, 2013 - 14):	3

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	22	0	22
(b)	7 - 15 days	9	0	9
(c)	15-30 days	2	0	2
(d)	30-90 days	0	0	0
(e)	90 days & Beyond	0	0	0
	<b>Total No. of complaints</b>	<b>33</b>	<b>-</b>	<b>33</b>