

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001

Statement as on March 31, 2011

| 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 | 15 | 739 | 518 | - | 117 | 119 |
| b) | Policy Administration Related | 79 | 3,209 | 2,656 | - | 443 | 189 |
| c) | Insurance Policy Coverage related | 0 | 170 | 122 | - | 31 | 17 |
| d) | Claims related | 16 | 1122 | 655 | - | 426 | 57 |
| e) | Others | - | - | - | - | - | - |
| | Total | 110 | 5240 | 3951 | 0 | 1017 | 382 |

| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|----|------------------------------|------------------------------|-----------------------------------|------------|
| a) | Less than 15 days | 360 | - | 360 |
| b) | Greater than 15 days | 22 | - | 22 |
| | Total Number | 382 | - | 382 |

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