

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE 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 Q3, 2012-13	Additions during Q3, 2012-13	Complaints resolved / settled during			Complaints pending at the end of Q3, 2012-13	Total complaints registered upto Q3, 2012-13
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	1	77	71	-	6	1	552
b)	Claim	6	388	260	-	117	17	1,881
c)	Policy related	18	2,013	1,957	-	51	23	5,973
d)	Premium	1	161	161	-	-	1	709
e)	Refund	9	44	48	-	5	-	150
f)	Coverage	1	3	2	-	2	-	24
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	16	398	401	-	4	9	1,815
	Total number of complaints	52	3,084	2,900	-	185	51	11,104

2	Total no. of policies during previous year:	7,574,172
3	Total no. of claims intimated during previous year:	5,427,430
4	Total no. of policies during current year:	6,727,369
5	Total no. of claims intimated during current year:	3,198,256
6	Total no. of Policy Complaints (current year) per 10,000 policies (current year):	14
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	6

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	18	0	18
(b)	7 - 15 days	5	0	5
(c)	15-30 days	19	0	19
(d)	30-90 days	9	0	9
(e)	90 days & Beyond	0	0	0
	Total No. of complaints	51	0	51