

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: L67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q4, 2021	Additions during Q4, 2021	Complaints resolved / settled during the year			Complaints pending at the end of Q4, 2021	Total complaints registered upto Q4, 2021
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	1	1	-	-	-	15
b)	Claim	28	335	168	8	143	44	1,183
c)	Policy related	8	90	88	-	1	9	364
d)	Premium	-	20	16	-	-	4	44
e)	Refund	-	27	20	2	2	3	114
f)	Coverage	6	60	45	-	12	9	311
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	5	61	47	5	2	12	348
	Total number of complaints	47	594	385	15	160	81	2,379

2	Total no. of policies during previous year: FY 2019-20	2,62,22,039
3	Total no. of claims intimated during previous year: FY 2019-20	18,94,100
4	Total no. of policies upto Q4 2020-21	2,17,33,076
5	Total no. of claims intimated upto Q4 2020-21	16,44,943
6	Total no. of policy complaints (upto Q4 2020-21) per 10,000 policies (upto Q4 2020-21)	0.55
7	Total No. of Claim Complaints (upto Q4 2020-21) per 10,000 claims registered (upto Q4 2020-21)	7.19

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	71	-	71
(b)	7 - 15 days	10	-	10
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	81	-	81