

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 Q3, 2020-21	Additions during Q3, 2020-21	Complaints resolved / settled during the year			Complaints pending at the end of Q3, 2020-21
				Fully accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Proposal related	-	2	2	-	-	-
b)	Claim	47	304	199	22	102	28
c)	Policy related	5	103	95	-	5	8
d)	Premium	-	6	6	-	-	-
e)	Refund	3	28	26	3	2	-
f)	Coverage	8	100	91	-	11	6
g)	Cover note related	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-
i)	Others	2	76	55	11	7	5
	Total number of complaints	65	619	474	36	127	47

2	Total no. of policies during previous year: FY 2019-20	26,222,039
3	Total no. of claims intimated during previous year: FY 2019-20	1,894,100
4	Total no. of policies upto Q3 2020-21	15,672,457
5	Total no. of claims intimated upto Q3 2020-21	1,141,573
6	Total no. of policy complaints (upto Q3 2020-21) per 10,000 policies (upto Q3 2020-21)	0.60
7	Total No. of Claim Complaints (upto Q3 2020-21) per 10,000 claims registered (upto Q3 2020-21)	7.43

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	29	-	29
(b)	7 - 15 days	17	-	17
(c)	15-30 days	1	-	1
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	47	-	47