

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115, dated August 03, 2001

Year: 2005-06

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	2	116	115	-	86	3
b)	Policy Administration Related	3	221	221	-	172	3
c)	Insurance Policy Coverage related	2	88	86	-	50	4
d)	Claims related	5	612	611	30	507	6
e)	others		-		-	-	-
d)	Total Number	12	1,037	1,033	30	815	16

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	13	-	13
b)	Greater than 15 days	3	-	3
	Total Number	16	-	16

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