

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: 2006-07

| 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 | 3 | 150 | 38 | - | 112 | 3 |
| b) | Policy Administration Related | 3 | 469 | 103 | - | 363 | 6 |
| c) | Insurance Policy Coverage related | 4 | 118 | 48 | - | 72 | 2 |
| d) | Claims related | 6 | 854 | 86 | 44 | 721 | 9 |
| e) | others | | - | | - | - | - |
| d) | Total Number | 16 | 1,591 | 275 | 44 | 1,268 | 20 |

| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|----------|-------------------------------------|-------------------------------------|--|--------------|
| a) | Less than 15 days | 16 | - | 16 |
| b) | Greater than 15 days | 4 | - | 4 |
| | Total Number | 20 | - | 20 |

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