

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) U67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q4 2015-16	Additions during Q4 2015-16	Complaints resolved / settled during the year			Complaints pending at the end of Q4 2015-16	Total complaints registered upto Q4 2015-16
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	8	8	-	-	0	18
b)	Claim	16	239	211	-	25	19	1,090
c)	Policy related	31	526	494	-	1	62	2,191
d)	Premium	2	16	18	-	-	-	73
e)	Refund	1	18	18	-	-	1	100
f)	Coverage	2	55	44	-	2	11	119
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	18	222	228	-	-	12	1,143
	Total number of complaints	70	1,084	1,021	-	28	105	4,734

2	Total no. of policies during previous year:	1,38,66,799
3	Total no. of claims intimated during previous year:	29,95,001
4	Total no. of policies FY2015-16	1,58,00,144
5	Total no. of claims intimated FY2015-16	16,14,587
6	Total no. of Policy Complaints (FY2015-16) per 10,000 policies (FY2015-16)	2.31
7	Total No. of Claim Complaints (FY2015-16) per 10,000 claims registered (FY2015-16)	6.75

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	82	-	82
(b)	7 - 15 days	23	-	23
(c)	15-30 days	0	-	-
(d)	30-90 days	0	-	-
(e)	90 days & Beyond	0	-	-
	Total No. of complaints	105	-	105