

Name: ICICI Lombard General Insurance Company Ltd
Registration no: 115



CLAIM RESPONSIVENESS

I. Proportions of claims settled (in full or in part or repudiated or rejected or closed)

LOB	Particulars	FY 2024		FY 2025		FY 2026		FY2027			
								For the month of June		Upto the month of the June	
		Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
Home	i) Claims Settled										
	within 15 days	4,249	63,257,930	1,299	99,946,240	1,242	30,302,434	24	1,262,843	91	8,210,306
	within 30 days	3,133	38,089,586	326	24,003,932	238	26,367,034	33	3,086,062	88	10,614,830
	within 60 days	247	52,571,754	131	27,699,115	210	45,182,847	11	1,700,093	36	6,071,267
	> 60 days	186	173,931,268	113	120,118,373	285	132,554,172	15	9,591,609	36	25,545,175
	ii) Claims Unsettled at the end of the reporting month	38	116,310,508	81	136,287,298	133	144,819,560	164	198,870,993	164	198,870,993

II. Proportions of claims paid, repudiated / rejected/closed and outstanding

LOB	Particulars	FY 2024		FY 2025		FY 2026		FY2027			
								For the month of June		Upto the month of the June	
		Count	Amount	Count	Amount	Count	Amount	Count	Amount	Count	Amount
Home	Paid in full	7,247	181,891,705	1,422	189,958,712	892	136,916,120	30	4,578,955	131	29,926,248
	Paid in part	3	106,242,530	4	41,196,903	7	19,486,136	6	1,375,352	14	4,704,128
	Repudiated/ Rejected	163	13,786,230	141	13,727,179	100	4,142,818	13	1,870,000	23	2,470,000
	Closed	405	25,930,072	306	26,884,866	983	73,861,413	40	7,816,300	97	13,341,202
	Remaining unsettled at the end of the reporting month	35	116,310,508	77	136,287,298	126	144,819,560	158	198,870,993	158	198,870,993

III. Value proportion of claims settled

LOB	FY 2024	FY 2025	FY 2026	FY 2027	
				For the month of April	Upto the month of April
Home	95.43%	94.39%	97.42%	76.10%	93.34%