

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



I. Proportions of claims settled (in full or in part or repudiated or rejected or closed)					
LOB	Particulars	FY 2024	FY 2025	FY 2026	FY 2027 (Up to July 2026)
Package policies for MSME	i) Settled				
	Within 15 days	31.87%	44.42%	31.65%	30.01%
	16 - 30 days	19.80%	20.27%	24.16%	22.34%
	31 - 60 days	18.46%	11.22%	17.52%	10.15%
	Beyond 60 days	24.40%	17.25%	18.43%	8.72%
	ii) Claims Unsettled at the end of the reporting month	5.46%	6.84%	8.24%	28.77%

II. Proportions of claims paid,repudiated/ rejected/ closed and outstanding					
LOB	Particulars	FY 2024	FY 2025	FY 2026	FY 2027 (Up to July 2026)
Package policies for MSME	Paid in full	69.90%	64.42%	68.96%	58.00%
	Paid in part	-	-	-	-
	Repudiated/ Rejected	4.96%	4.13%	2.85%	1.32%
	Closed	19.68%	24.60%	19.95%	11.91%
	Remaining unsettled at the end of the reporting	5.46%	6.84%	8.24%	28.77%

III. Value proportion of claims settled				
LOB	FY 2024	FY 2025	FY 2026	FY 2027 (Up to July 2026)
Package policies for MSME	97.89%	97.57%	98.52%	98.87%

Note: The above claim data includes reinstatement and market value policies.

