

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
Package policies for MSME	i) Claims Settled										
	within 15 days	113	20,409,461	1,228	118,338,167	2,290	233,301,248	451	26,293,305	1,031	52,736,739
	within 30 days	186	18,464,239	524	72,911,873	1,661	178,560,876	287	32,949,303	593	68,414,827
	within 60 days	199	17,909,402	248	67,949,634	1,128	180,033,253	121	24,190,001	299	75,107,044
	> 60 days	94	71,330,358	262	439,809,233	924	1,271,878,266	99	105,474,161	230	341,614,440
	ii) Claims Unsettled at the end of the reporting month	50	172,801,395	153	669,114,545	521	1,125,002,436	900	1,537,347,043	900	1,537,347,043

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
Package policies for MSME	Paid in full	445	104,624,519	1,585	497,314,399	4,717	1,313,329,558	788	109,972,943	1,790	339,893,123
	Paid in part	1	6,207,095	2	99,691,278	16	239,536,975	46	25,401,101	118	82,857,883
	Repudiated/ Rejected	20	691,154	56	7,519,306	150	32,488,499	12	488,000	29	1,462,860
	Closed	127	16,590,692	621	94,483,923	1,136	278,418,610	158	53,044,727	334	113,659,184
	Remaining unsettled at the end of the reporting month	49	172,801,395	151	669,114,545	505	1,125,002,436	854	1,537,347,043	854	1,537,347,043

III. Value proportion of claims settled

LOB				FY 2027	
		FY 2025	FY 2026	For the month of April	Upto the month of April
Package policies for MSME	99.38%	98.76%	97.95%	99.64%	99.66%

Formula = Total amount of claims paid (in full or in part) ÷ Total amount claimed (of claims decided for payment in full or in part or repudiated)