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 (Upto month September 2026)**
		Percentage	**Percentage**	**Percentage**	**Percentage**
Health Retail	**i) Claims Settled**				
	within 15 days	75%	88%	85%	73%
	within 30 days	11%	6%	8%	10%
	within 60 days	4%	1%	3%	6%
	> 60 days	5%	2%	1%	1%
	ii) Claims Unsettled at the end of the reporting month	4%	3%	3%	10%

II. Proportions of claims paid, repudiated / rejected/ closed and outstanding					
LOB	**Particulars**	**FY 2024**	**FY 2025**	**FY 2026**	**FY 2027 (Upto month September 2026)**
		Percentage	**Percentage**	**Percentage**	**Percentage**
Health Retail	**Paid in full**	74%	73%	86%	74%
	Paid in part	0%	0%	0%	0%
	Repudiated/ Rejected	22%	24%	11%	16%
	Closed	0%	0%	0%	0%
	Remaining unsettled at the end of the reporting month	4%	3%	3%	10%

III. Value proportion of claims settled				
LOB	**FY 2024**	**FY 2025**	**FY 2026**	**FY 2027 (Upto month September 2026)**
Health Retail	71.89%	70.67%	81.36%	72.28%