

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001

Statement as on September 30, 2010

GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	4	620	444	0	136	44
b)	Policy Administration Related	5	1913	1524	0	111	283
c)	Insurance Policy Coverage related	-	-	-	-	-	-
d)	Claims related	9	749	445	0	106	207
e)	Others	-	-	-	-	-	-
	<b>Total</b>	<b>18</b>	<b>3282</b>	<b>2413</b>	<b>0</b>	<b>353</b>	<b>534</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	534	0	534
b)	Greater than 15 days	0	0	0
	Total Number	534	0	534

\* Opening balance should tally with the closing balance of the previous financial year.

Note:  
Prepared in accordance with the definition of complaint as prescribed by IRDA circular : 3/CA/GRV/YPB/10-11 on Guidelines for Grievance Redressal by Insurance Companies