

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001

Statement as on June 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	99	24	0	78	1
b)	Policy Administration Related	3	156	46	0	112	1
c)	Insurance Policy Coverage related	2	78	21	0	57	2
d)	Claims related	9	389	24	0	371	3
e)	Others	-	-	-	-	-	-
	<b>Total</b>	<b>18</b>	<b>722</b>	<b>115</b>	<b>0</b>	<b>618</b>	<b>7</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	4	0	4
b)	Greater than 15 days	3	0	3
	Total Number	7	0	7

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