

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 December 31, 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 | 44 | 609 | 610 | - | 28 | 15 |
| b) | Policy Administration Related | 283 | 3,732 | 3,785 | - | 151 | 79 |
| c) | Insurance Policy Coverage related | - | 186 | 177 | - | 9 | 0 |
| d) | Claims related | 207 | 795 | 830 | - | 156 | 16 |
| e) | Others | - | - | - | - | - | - |
| | Total | 534 | 5,322 | 5,402 | - | 344 | 110 |

| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|----|------------------------------|------------------------------|-----------------------------------|------------|
| a) | Less than 15 days | 49 | - | 49 |
| b) | Greater than 15 days | 61 | - | 61 |
| | Total Number | 110 | - | 110 |

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