

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, 2011

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	119	790	865	-	52	11
b)	Policy Administration Related	189	2,967	3,011	-	120	13
c)	Insurance Policy Coverage related	17	153	165	-	5	2
d)	Claims related	57	1042	342	-	738	10
e)	Others	-	-	-	-	-	-
	Total	382	4,952	4,383	0	915	36

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	36	-	36
b)	Greater than 15 days	0	-	0
	Total Number	36	-	36

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