

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 for the quarter ended December 31, 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	13	1,051	827	-	220	17
b)	Policy Administration Related	45	1,598	1,345	-	279	17
c)	Insurance Policy Coverage related	19	1,561	1,162	-	366	52
d)	Claims related	20	1,136	738	-	390	30
e)	Others	-	-	-	-	-	-
	Total	97	5,346	4,072	-	1,255	116

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	83	-	83
b)	Greater than 15 days	33	-	33
	Total Number	116	-	116

* Opening balance should tally with the closing balance of the previous quarter.