

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q2, 2018-19	Additions during Q2, 2018-19	Complaints resolved / settled during the year			Complaints pending at the end of Q2, 2018-19	Total complaints registered upto Q2, 2018-19
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	29	233	208	-	27	27	455
c)	Policy related	18	282	280	-	-	20	530
d)	Premium	-	-	-	-	-	-	6
e)	Refund	1	6	6	-	-	1	28
f)	Coverage	-	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	13	166	159	-	1	19	368
	Total number of complaints	61	687	653	-	28	67	1,387

2	Total no. of policies during previous year: FY 2017-18	23,519,863
3	Total no. of claims intimated during previous year: FY 2017-18	1,517,312
4	Total no. of policies upto H1 2018-19	12,359,153
5	Total no. of claims intimated upto H1 2018-19	766,639
6	Total no. of policy complaints (upto H1 2018-19) per 10,000 policies (upto H1 2018-19)	0.75
7	Total No. of Claim Complaints (upto H1 2018-19) per 10,000 claims registered (upto H1 2018-19)	5.93

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	45	0	45
(b)	7 - 15 days	22	0	22
(c)	15-30 days	0	0	-
(d)	30-90 days	0	0	-
(e)	90 days & Beyond	0	-	-
	Total No. of complaints	67	0	67