

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 Q3, 2019	Additions during Q3, 2019	Complaints resolved / settled during the year			Complaints pending at the end of Q3, 2019	Total complaints registered upto Q3, 2019
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	1	1	-	-	-	1
b)	Claim	27	202	163	-	28	38	658
c)	Policy related	20	278	271	-	1	26	808
d)	Premium	-	3	3	-	-	-	9
e)	Refund	1	15	15	-	-	1	43
f)	Coverage	-	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	19	199	209	-	3	6	566
	Total number of complaints	67	698	662	-	32	71	2,085

2	Total no. of policies during FY 2017-18	23,519,863
3	Total no. of claims intimated during FY 2017-18	1,517,312
4	Total no. of policies upto 9M 2018-19	20,285,673
5	Total no. of claims intimated upto 9M 2018-19	1,180,031
6	Total no. of policy complaints (upto 9M 2018-19) per 10,000 policies (upto 9M 2018-19)	0.70
7	Total No. of claim complaints (upto 9M 2018-19) per 10,000 claims registered (upto 9M 2018-19)	5.58

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	43	0	43
(b)	7 - 15 days	28	0	28
(c)	15-30 days	0	0	-
(d)	30-90 days	0	0	-
(e)	90 days & Beyond	0	-	-
	Total No. of complaints	71	0	71