

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 Q1, 2019-20	Additions during Q1, 2019-20	Complaints resolved / settled during the year			Complaints pending at the end of Q1, 2019-20
				Fully accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Proposal related	-	3	3	-	-	-
b)	Claim	33	268	252	-	28	21
c)	Policy related	25	166	187	-	-	4
d)	Premium	-	6	5	-	-	1
e)	Refund	1	6	7	-	-	-
f)	Coverage	1	62	58	-	-	5
g)	Cover note related	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-
i)	Others	11	239	232	-	3	15
	Total number of complaints	71	750	744	-	31	46

2	Total no. of policies during previous year: FY 2018-19	26,484,078
3	Total no. of claims intimated during previous year: FY 2018-19	1,620,705
4	Total no. of policies during Q1 2019-20	5,988,244
5	Total no. of claims intimated during Q1 2019-20	458,356
6	Total no. of policy complaints (Q1 2019-20) per 10,000 policies (Q1 2019-20)	0.80
7	Total No. of Claim Complaints (Q1 2019-20) per 10,000 claims registered (Q1 2019-20)	5.85

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	33	-	33
(b)	7 - 15 days	13	-	13
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	46	-	46