

**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, 2019-20	Additions during Q3, 2019-20	Complaints resolved / settled during the year			Complaints pending at the end of Q3, 2019-20
				Fully accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Proposal related	1	2	1	1	1	-
b)	Claim	35	241	126	9	92	49
c)	Policy related	10	112	99	1	2	20
d)	Premium	1	7	5	-	3	-
e)	Refund	-	17	13	1	1	2
f)	Coverage	10	84	64	1	16	13
g)	Cover note related	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-
i)	Others	7	148	106	2	20	27
	<b>Total number of complaints</b>	<b>64</b>	<b>611</b>	<b>414</b>	<b>15</b>	<b>135</b>	<b>111</b>

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 upto Q3 2019-20	20,596,644
5	Total no. of claims intimated upto Q3 2019-20	1,427,252
6	Total no. of policy complaints (upto Q3 2019-20) per 10,000 policies (upto Q3 2019-20)	0.59
7	Total No. of Claim Complaints (upto Q3 2019-20) per 10,000 claims registered (upto Q3 2019-20)	5.66

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	88	-	88
(b)	7 - 15 days	23	-	23
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	<b>Total No. of complaints</b>	<b>111</b>	<b>-</b>	<b>111</b>