

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, 2020-21	Additions during Q2, 2020-21	Complaints resolved / settled during the year			Complaints pending at the end of Q2, 2020-21
				Fully accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Proposal related	-	6	4	-	2	-
b)	Claim	35	298	162	43	81	47
c)	Policy related	4	107	103	1	2	5
d)	Premium	2	7	5	3	1	-
e)	Refund	3	31	28	2	1	3
f)	Coverage	9	74	68	2	5	8
g)	Cover note related	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-
i)	Others	9	108	103	7	5	2
	Total number of complaints	62	631	473	58	97	65

2	Total no. of policies during previous year: FY 2019-20	26,222,039
3	Total no. of claims intimated during previous year: FY 2019-20	1,894,100
4	Total no. of policies upto Q2 2020-21	8,165,834
5	Total no. of claims intimated upto Q2 2020-21	651,107
6	Total no. of policy complaints (upto Q2 2020-21) per 10,000 policies (upto Q2 2020-21)	1.43
7	Total No. of Claim Complaints (upto Q2 2020-21) per 10,000 claims registered (upto Q2 2020-21)	8.36

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	40	-	40
(b)	7 - 15 days	24	-	24
(c)	15-30 days	1	-	1
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	65	-	65