

**PERIODIC DISCLOSURES
FORM NL-45-GREIVANCE DISPOSAL**

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No: 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claims Related	96	842	418	31	399	90	842
c)	Policy Related	23	199	188	3	14	17	199
d)	Premium Related	4	39	20	-	15	8	39
e)	Refund Related	6	36	32	1	6	3	36
f)	Coverage Related	16	112	87	2	20	19	112
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	-
i)	Others	31	223	174	6	50	24	223
	Total	176	1,451	919	43	504	161	1,451

2	Total No. of policies during previous year: FY 2022-23	32,718,692
3	Total No. of claims during previous year: FY 2022-23	3,674,167
4	Total No. of policies upto Q1 2023-24	7,452,718
5	Total No. of claims upto Q1 2023-24	669,593
6	Total no. of policy complaints (upto Q1 2023-24) per 10,000 policies (upto Q1 2023-24)	0.82
7	Total No. of Claim Complaints (upto Q1 2023-24) per 10,000 claims registered (upto Q1 2023-24)	12.57

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	161	11%	-	0%	161	11%
b)	15 - 30 days	-	0%	-	0%	-	0%
c)	30 - 90 days	-	0%	-	0%	-	0%
d)	90 days & Beyond	-	0%	-	0%	-	0%
	Total Number of Complaints	161	11%	-	0%	161	11%

PD/2023-24/Q1/Ver. Dated July 19, 2023