

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	90	694	270	35	368	111	2,197
c)	Policy Related	11	200	174	8	13	16	594
d)	Premium Related	1	56	37	1	13	6	121
e)	Refund Related	2	32	26	2	1	5	107
f)	Coverage Related	15	126	103	2	32	4	343
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	-
i)	Others	5	90	70	1	10	14	394
	Total	124	1,198	680	49	437	156	3,756

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 Q3 2023-24	26,165,620
5	Total No. of claims upto Q3 2023-24	2,116,624
6	Total no. of policy complaints (upto Q3 2023-24) per 10,000 policies (upto Q3 2023-24)	0.60
7	Total No. of Claim Complaints (upto Q3 2023-24) per 10,000 claims registered (upto Q3 2023-24)	10.38

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	156	4%	-	0%	156	4%
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	156	4%	-	0%	156	4%

PD/2023-24/9M/Ver. Dated January 17, 2024