

PERIODIC DISCLOSURES
FORM NL-45-GRIEVANCE DISPOSAL

Insurer: ICICI Lombard General Insurance Co. Ltd.
Registration No: 115 dated August 03, 2001
CIN: L67200MH2000PLC129408

GRIEVANCE DISPOSAL								
Sl 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	0	0	0	0	0	0	0
b)	Claims Related	107	1275	538	180	552	113	2117
c)	Policy Related	16	244	218	20	11	10	470
d)	Premium Related	4	29	16	7	9	1	78
e)	Refund Related	4	63	52	4	9	2	116
f)	Coverage Related	25	241	159	25	55	27	427
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product Related	0	0	0	0	0	0	0
i)	Others (to be specified)							
	(i) _____	16	160	100	28	33	15	354
	(ii) _____							
	Total	172	2012	1083	264	669	168	3562

2	Total no. of policies during previous year: FY 2023-24	36,177,981
3	Total no. of claims intimated during previous year: FY 2023-24	2,893,157
4	Total no. of policies upto Q2 2024-25	17,178,907
5	Total no. of claims intimated upto Q2 2024-25	1,701,249
6	Total no. of policy complaints (upto Q2 2024-25) per 10,000 policies (upto Q2 2024-25)	0.84
7	Total No. of Claim Complaints (upto Q2 2024-25) per 10,000 claims registered (upto Q2 2024-25)	12.44

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	168	5%	0	0	168	5%
b)	15 - 30 days	0	0%	0	0	0	0%
c)	30 - 90 days	0	0%	0	0	0	0%
d)	90 days & Beyond	0	0%	0	0	0	0%
	Total Number of Complaints	168	5%	0	0	168	5%

- Note :- (a) Opening balance should tally with the closing balance of the previous quarter.
 (b) Complaints reported should be net of duplicate complaints
 (c) No. of policies should be new policies (both individual and group) net of cancellations
 (d) Claims should be no. of claims reported during the period
 (e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.