

PERIODIC DISCLOSURES
FORM NL-45-GREIVANCE DISPOSAL

Insurer: ICICI Lombard General Insurance Co. Ltd.
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	0	0	0	0	0	0	0
b)	Claims Related	79	842	313	109	392	107	842
c)	Policy Related	16	226	194	16	16	16	226
d)	Premium Related	2	49	27	3	17	4	49
e)	Refund Related	4	53	46	3	4	4	53
f)	Coverage Related	13	186	112	15	47	25	186
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) _____	35	194	158	21	34	16	194
	(ii) _____							
	Total	149	1550	850	167	510	172	1550

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 Q1 2024-25	8,478,503
5	Total no. of claims intimated upto Q1 2024-25	917,266
6	Total no. of policy complaints (upto Q1 2024-25) per 10,000 policies (upto Q1 2024-25)	0.84
7	Total No. of Claim Complaints (upto Q1 2024-25) per 10,000 claims registered (upto Q1 2024-25)	9.19

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	172	3%	0	0	172	3%
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	172	3%	0	0	172	3%

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.