

PERIODIC DISCLOSURES								
FORM NL-45-GREIVANCE DISPOSAL								
Insurer: ICICI Lombard General Insurance Co. Ltd. Registration No: 115 dated August 03, 2001 CIN: L67200MH2000PLC129408 Statement as on June 30, 2025								
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	101	1291	356	229	683	124	1291
c)	Policy Related	13	335	294	31	13	10	335
d)	Premium Related	4	73	50	14	10	3	73
e)	Refund Related	1	57	41	8	8	1	57
f)	Coverage Related	19	252	151	46	49	25	252
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) _____	7	306	192	54	43	24	306
	(ii) _____							
	Total	145	2314	1084	382	806	187	2314
2	Total no. of policies during previous year: FY 2024-25	37,575,303						
3	Total no. of claims intimated during previous year: FY 2024-25	3,266,131						
4	Total no. of policies upto Q1 2025-26	8,868,691						
5	Total no. of claims intimated upto Q1 2025-26	1,051,431						
6	Total no. of policy complaints (upto Q1 2025-26) per 10,000 policies (upto Q1 2025-26)	1.15						
7	Total No. of Claim Complaints (upto Q1 2025-26) per 10,000 claims registered (upto Q1 2025-26)	12.28						
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	187	8%	0	0	187	8%	
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	187	8%	0	0	187	8%	
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.								
PD/2025-26/Q1/Ver. Dated July 15, 2025								