

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 September 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	124	1687	517	294	803	197	2978
c)	Policy Related	10	339	284	27	18	20	674
d)	Premium Related	3	87	48	20	15	7	160
e)	Refund Related	1	52	35	10	7	1	109
f)	Coverage Related	25	323	191	54	69	34	575
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) _____	24	247	149	54	52	16	553
	(ii) _____							
	Total	187	2735	1224	459	964	275	5049
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 Q2 2025-26	17,335,862						
5	Total no. of claims intimated upto Q2 2025-26	1,845,115						
6	Total no. of policy complaints (upto Q2 2025-26) per 10,000 policies (upto Q2 2025-26)	1.19						
7	Total No. of Claim Complaints (upto Q2 2025-26) per 10,000 claims registered (upto Q2 2025-26)	16.14						
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	275	5%	0	0	275	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	275	5%	0	0	275	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.								
PD/2025-26/H1/Ver. Dated October 14, 2025								