

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 March 31, 2026

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	149	2410	671	374	1374	140	7119
c)	Policy Related	6	226	166	29	24	13	1187
d)	Premium Related	3	72	41	15	19	0	321
e)	Refund Related	2	74	43	11	20	2	265
f)	Coverage Related	12	410	224	72	103	23	1320
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) _____	10	275	162	57	43	23	1041
	(ii) _____							
	Total	182	3467	1307	558	1583	201	11253

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 Q4 2025-26	39,270,876
5	Total no. of claims intimated upto Q4 2025-26	3,449,823
6	Total no. of policy complaints (upto Q4 2025-26) per 10,000 policies (upto Q4 2025-26)	1.05
7	Total No. of Claim Complaints (upto Q4 2025-26) per 10,000 claims registered (upto Q4 2025-26)	20.64

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	201	2%	0	0	201	2%
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	201	2%	0	0	201	2%

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.