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, 2026

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	140	2467	715	370	1430	92	2467
c)	Policy Related	13	191	153	19	24	8	191
d)	Premium Related	0	62	31	15	15	1	62
e)	Refund Related	2	65	42	10	14	1	65
f)	Coverage Related	23	356	177	66	119	17	356
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)_____ (ii) _____	23	240	124	59	69	11	240
	Total	**201**	**3381**	**1242**	**539**	**1671**	**130**	**3381**

2	**Total no. of policies during previous year: FY 2025-26**	39,270,876
3	**Total no. of claims intimated during previous year: FY 2025-26**	3,449,823
4	**Total no. of policies upto Q1 2026-27**	10,319,221
5	**Total no. of claims intimated upto Q1 2026-27**	895,936
6	**Total no. of policy complaints (upto Q1 2026-27) per 10,000 policies (upto Q1 2026-27)**	0.89
7	**Total No . of Claim Complaints (upto Q1 2026-27) per 10,000 claims registered (upto Q1 2026-27)**	27.54

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	**130**	**4%**	**0**	**0**	**130**	**4%**
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	**130**	**4%**	**0**	**0**	**130**	**4%**

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.