

**PERIODIC DISCLOSURES**

**FORM NL-41 GRIEVANCE DISPOSAL**

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001  
(CIN) U67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q3, 2015-16	Additions during Q3, 2015-16	Complaints resolved / settled during the year			Complaints pending at the end of Q3, 2015-16	Total complaints registered upto Q3, 2015-16
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	3	4	7	-	-	-	10
b)	Claim	30	317	313	-	18	16	851
c)	Policy related	75	492	535	-	1	31	1,665
d)	Premium	4	17	19	-	-	2	57
e)	Refund	5	30	34	-	-	1	82
f)	Coverage	2	55	55	-	-	2	64
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	5	328	311	-	4	18	921
	<b>Total number of complaints</b>	<b>124</b>	<b>1,243</b>	<b>1,274</b>	<b>-</b>	<b>23</b>	<b>70</b>	<b>3,650</b>

2	Total no. of policies during previous year:	1,38,66,799
3	Total no. of claims intimated during previous year:	29,95,001
4	Total no. of policies upto 9M, 2015 - 16:	1,17,83,522
5	Total no. of claims intimated upto 9M, 2015 - 16:	12,26,723
6	Total no. of Policy Complaints (upto 9M, 2015 - 16) per 10,000 policies (upto 9M, 2015-16):	2.38
7	Total No. of Claim Complaints (upto 9M, 2015 - 16) per 10,000 claims registered (upto 9M, 2015 - 16):	6.94

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	53	-	53
(b)	7 - 15 days	14	-	14
(c)	15-30 days	3	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	<b>Total No. of complaints</b>	<b>70</b>	<b>-</b>	<b>70</b>