

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 Q1, 2014-15	Additions during Q1, 2014-15	Complaints resolved / settled during			Complaints pending at the end of Q1, 2014-15	Total complaints registered upto Q1, 2014-15
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	19	17	-	1	1	19
b)	Claim	10	514	238	-	212	74	514
c)	Policy related	15	270	186	-	80	19	270
d)	Premium	1	32	24	-	-	9	32
e)	Refund	8	43	44	-	4	3	43
f)	Coverage	-	12	9	-	1	2	12
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	8	367	330	-	-	45	367
	Total number of complaints	42	1,257	848	-	298	153	1,257

2	Total no. of policies during previous year:	11,222,084
3	Total no. of claims intimated during previous year:	6,229,959
4	Total no. of policies upto Q1, 2014 -15:	3,107,767
5	Total no. of claims intimated upto Q1, 2014 -15:	892,744
6	Total no. of Policy Complaints (upto Q1, 2014 - 15) per 10,000 policies (upto Q1, 2014-15):	2
7	Total No. of Claim Complaints (upto Q1, 2014 - 15) per 10,000 claims registered (upto Q1, 2014 - 15):	6

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	106	-	106
(b)	7 - 15 days	45	-	45
(c)	15-30 days	0	-	0
(d)	30-90 days	2	-	2
(e)	90 days & Beyond	0	-	0
	Total No. of complaints	153	-	153