

**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 Q2, 2014-15	Additions during Q2, 2014-15	Complaints resolved / settled during			Complaints pending at the end of Q2, 2014-15	Total complaints registered upto Q2, 2014-15
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	1	12	12	-	1	-	31
b)	Claim	74	623	611	-	60	26	1,137
c)	Policy related	19	298	298	-	5	14	568
d)	Premium	9	82	91	-	-	-	114
e)	Refund	3	43	41	-	-	5	86
f)	Coverage	2	8	9	-	-	1	20
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	45	437	463	-	-	19	804
	<b>Total number of complaints</b>	<b>153</b>	<b>1,503</b>	<b>1,525</b>	<b>-</b>	<b>66</b>	<b>65</b>	<b>2,760</b>

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 H1, 2014 -15:	6,356,086
5	Total no. of claims intimated upto H1, 2014 -15:	2,202,525
6	Total no. of Policy Complaints (upto H1, 2014 - 15) per 10,000 policies (upto H1, 2014-15):	3
7	Total No. of Claim Complaints (upto H1, 2014 - 15) per 10,000 claims registered (upto H1, 2014 - 15):	5

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	45	-	45
(b)	7 - 15 days	20	-	20
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	0
(e)	90 days & Beyond	-	-	-
	<b>Total No. of complaints</b>	<b>65</b>	<b>-</b>	<b>65</b>