

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001

S.No	Particulars	Opening Balance as on beginning of Q3, 2013-14	Additions during Q3, 2013-14	Complaints resolved / settled during			Complaints pending at the end of Q3, 2013-14	Total complaints registered upto Q3, 2013-14
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	19	17	-	2	-	99
b)	Claim	4	247	211	-	35	5	1,184
c)	Policy related	17	484	478	-	7	16	2,789
d)	Premium	1	40	41	-	-	-	302
e)	Refund	1	29	27	-	-	3	124
f)	Coverage	1	10	10	-	1	-	23
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	9	267	275	-	-	1	935
	Total number of complaints	33	1,096	1,059	-	45	25	5,456

2	Total no. of policies during previous year:	9,184,196
3	Total no. of claims intimated during previous year:	4,352,808
4	Total no. of policies upto Q3, 2013 -14:	8,320,118
5	Total no. of claims intimated upto Q3, 2013 -14:	4,838,165
6	Total no. of Policy Complaints (upto Q3, 2013 - 14) per 10,000 policies (upto Q3, 2013-14):	5
7	Total No. of Claim Complaints (upto Q3, 2013 - 14) per 10,000 claims registered (upto Q3, 2013 - 14):	2

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	12	-	12
(b)	7 - 15 days	10	-	10
(c)	15-30 days	3	-	3
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	25	-	25