

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

Statement as on December 31, 2014

S.No	Particulars	Opening Balance as on beginning of Q3, 2014-15	Additions during Q3, 2014-15	Complaints resolved / settled during			Complaints pending at the end of Q3, 2014-15	Total complaints registered upto Q3, 2014-15
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	31
b)	Claim	26	481	441	-	36	30	1,618
c)	Policy related	14	518	503	-	-	29	1,086
d)	Premium	-	8	8	-	-	-	122
e)	Refund	5	156	155	-	-	6	242
f)	Coverage	1	5	5	-	-	1	25
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	19	633	579	-	-	73	1,437
	Total number of complaints	65	1,801	1,691	-	36	139	4,561

2	Total no. of policies during previous year:	1,12,22,084
3	Total no. of claims intimated during previous year:	62,29,959
4	Total no. of policies upto Q3, 2014 -15:	1,03,00,301
5	Total no. of claims intimated upto Q3, 2014 -15:	26,45,212
6	Total no. of Policy Complaints (upto Q3, 2014 - 15) per 10,000 policies (upto Q3, 2014-15):	29
7	Total No . of Claim Complaints (upto Q3, 2014 - 15) per 10,000 claims registered (upto Q3, 2014 - 15):	6

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	61	-	61
(b)	7 - 15 days	78	-	78
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	0
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	139	-	139