

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: L67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q1, 2018-19	Additions during Q1, 2018-19	Complaints resolved / settled during the year			Complaints pending at the end of Q1, 2018-19	Total complaints registered upto Q1, 2018-19
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	31	222	193	-	31	29	222
c)	Policy related	22	248	251	-	1	18	248
d)	Premium	-	6	6	-	-	-	6
e)	Refund	1	22	22	-	-	1	22
f)	Coverage	-	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	14	202	200	-	3	13	202
	Total number of complaints	68	700	672	-	35	61	700

2	Total no. of policies during previous year: FY 2017-18	23,519,863
3	Total no. of claims intimated during previous year: FY 2017-18	1,517,238
4	Total no. of policies during Q1 2018-19	5,738,191
5	Total no. of claims intimated during Q1 2018-19	373,389
6	Total no. of policy complaints (Q1 2018-19) per 10,000 policies (Q1 2018-19)	0.83
7	Total No. of Claim Complaints (Q1 2018-19) per 10,000 claims registered (Q1 2018-19)	5.95

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	51	-	51
(b)	7 - 15 days	10	-	10
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	61	-	61