

**PERIODIC DISCLOSURES**

**FORM NL-41 GREIVANCE DISPOSAL**

Name of the Insurer: ICICI Lombard General Insurance Company Limited  
 Registration No. 115 dated August 03, 2001

<b>GRIEVANCE DISPOSAL</b>							
<b>SI No.</b>	<b>Particulars</b>	<b>Opening Balance *</b>	<b>Additions</b>	<b>Complaints Resolved</b>			<b>Complaints Pending</b>
				<b>Fully Accepted</b>	<b>Partial Accepted</b>	<b>Rejected</b>	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	6	417	72	-	347	4
b)	Policy Administration Related	9	797	143	-	660	3
c)	Insurance Policy Coverage related	2	357	65	-	292	2
d)	Claims related	13	1,642	117	-	1,529	9
e)	others		-		-	-	-
d)	<b>Total Number</b>	<b>30</b>	<b>3,213</b>	<b>397</b>	<b>-</b>	<b>2,828</b>	<b>18</b>

<b>2</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Less than 15 days	15	-	15
b)	Greater than 15 days	3	-	3
	<b>Total Number</b>	<b>18</b>	<b>-</b>	<b>18</b>

\* Opening balance should tally with the closing balance of the previous financial year.