

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 Q4, 2015	Additions during Q4, 2015	Complaints resolved / settled during			Complaints pending at the end of Q4, 2015	Total complaints registered upto Q4, 2015
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	4	4	-	-	-	35
b)	Claim	30	303	272	-	37	24	1,921
c)	Policy related	29	333	328	-	-	34	1,419
d)	Premium	-	2	2	-	-	-	124
e)	Refund	6	40	46	-	-	-	282
f)	Coverage	1	-	1	-	-	-	25
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	73	461	494	-	-	40	1,898
	Total number of complaints	139	1,143	1,147	-	37	98	5,704

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 during current year:	1,38,66,799
5	Total no. of claims intimated during current year:	29,95,001
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	2.73
7	Total no. of claim complaints (current year) per 10,000 claims registered (current year):	6.41

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	61	-	61
(b)	7 - 15 days	37	-	37
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total no. of complaints	98	-	98