

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 Q4, 2019	Additions during Q4, 2019	Complaints resolved / settled during the year			Complaints pending at the end of Q4, 2019	Total complaints registered upto Q4, 2019
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	1
b)	Claim	38	215	194	-	26	33	873
c)	Policy related	26	246	247	-	-	25	1,054
d)	Premium	-	-	-	-	-	-	9
e)	Refund	1	12	12	-	-	1	55
f)	Coverage	-	18	17	-	-	1	18
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	6	175	167	-	3	11	741
	Total number of complaints	71	666	637	-	29	71	2,751

2	Total no. of policies during FY 2017-18	23,519,863
3	Total no. of claims intimated during FY 2017-18	1,517,312
4	Total no. of policies FY 2018-19	26,484,078
5	Total no. of claims intimated FY 2018-19	1,620,705
6	Total no. of policy complaints (FY 2018-19) per 10,000 policies (FY 2018-19)	0.71
7	Total No. of claim complaints (FY 2018-19) per 10,000 claims registered (FY 2018-19)	5.39

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	50	-	50
(b)	7 - 15 days	17	-	17
(c)	15-30 days	4	-	4
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	71	-	71