

PERIODIC DISCLOSURES								
FORM NL-45-GREIVANCE DISPOSAL								
Insurer: ICICI Lombard General Insurance Co. Ltd.								
Registration No: 115 dated August 03, 2001								
CIN: L67200MH2000PLC129408								
GRIEVANCE DISPOSAL								
Sl No.	Particulars	Opening Balance *	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claims Related	113	1247	298	230	723	109	3364
c)	Policy Related	10	274	240	18	10	16	744
d)	Premium Related	1	57	25	4	23	6	135
e)	Refund Related	2	39	31	5	3	2	155
f)	Coverage Related	27	223	161	25	52	12	650
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product Related	0	0	0	0	0	0	0
i)	Others (to be specified)							
	(i) _____	15	117	88	19	22	3	471
	(ii) _____							
	Total	168	1957	843	301	833	148	5519
2	Total no. of policies during previous year: FY 2023-24	36,177,981						
3	Total no. of claims intimated during previous year: FY 2023-24	2,893,157						
4	Total no. of policies upto Q3 2024-25	28,081,826						
5	Total no. of claims intimated upto Q3 2024-25	2,480,980						
6	Total no. of policy complaints (upto Q3 2024-25) per 10,000 policies (upto Q3 2024-25)	0.77						
7	Total No. of Claim Complaints (upto Q3 2024-25) per 10,000 claims registered (upto Q3 2024-25)	13.56						
8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total		
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	
	a) Up to 15 days	148	3%	0	0	148	3%	
	b) 15 - 30 days	0	0%	0	0	0	0%	
	c) 30 - 90 days	0	0%	0	0	0	0%	
	d) 90 days & Beyond	0	0%	0	0	0	0%	
	Total Number of Complaints	148	3%	0	0	148	3%	
<p>Note :- (a) Opening balance should tally with the closing balance of the previous quarter.</p> <p>(b) Complaints reported should be net of duplicate complaints</p> <p>(c) No. of policies should be new policies (both individual and group) net of cancellations</p> <p>(d) Claims should be no. of claims reported during the period</p> <p>(e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.</p>								
PD/2024-25/9M/Ver. Dated January 17, 2025								