

Insurer: ICICI Lombard General Insurance Co. Ltd.  
Registration No: 115 dated August 03, 2001  
CIN: L67200MH2000PLC129408

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 Q4 2024-25	37,575,303
5	Total no. of claims intimated upto Q4 2024-25	3,266,131
6	Total no. of policy complaints (upto Q4 2024-25) per 10,000 policies (upto Q4 2024-25)	0.79
7	Total No. of Claim Complaints (upto Q4 2024-25) per 10,000 claims registered (upto Q4 2024-25)	13.98

Note :-

- (a) Opening balance should tally with the closing balance of the previous quarter.
- (b) Complaints reported should be net of duplicate complaints
- (c) No. of policies should be new policies (both individual and group) net of cancellations
- (d) Claims should be no. of claims reported during the period
- (e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.