## PERIODIC DISCLOSURES FORM NL-45-GREIVANCE DISPOSAL

Insurer: ICICI Lombard General Insurance Co. Ltd.

Registration No: 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

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			GRIEVANCE [	DISPOSAL				
SI No.	Particulars	Opening Balance *	Additions during the	Complaints Resolved		ed	Complaints Pending	Total Complaints registered up
			quarter (net of duplicate	Fully	Partial	Rejected	at the end of the	to the quarter during the
			complaints)	Accepted	Accepted	-		financial year
				·			quarter	financiai year
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claims Related	109	1201	386	219	604	101	4565
c)	Policy Related	16	343	265	32	49	13	1087
d)	Premium Related	6	78	40	24	16	4	213
e)	Refund Related	2	50	31	9	11	1	205
f)	Coverage Related	12	226	106	62	51	19	876
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)	3	128	76	24	24	7	599
	(ii)							
	Total	148	2026	904	370	755	145	7545
	•							
_	Total no. of policies during previous		1					
2	year: FY 2023-24	36,177,981						
	Total no. of claims intimated during							
3	previous year: FY 2023-24	2,893,157						
	i i							
4	Total no. of policies upto Q4 2024-25	37,575,303						
_	Total no. of claims intimated upto Q4		1					
5	2024-25	3,266,131						
	Total no. of policy complaints (upto							
6	Q4 2024-25) per 10,000 policies	0.79						
	(upto O4 2024-25)							
	Total No . of Claim Complaints (upto							
_	Q4 2024-25) per 10,000 claims	12.00						
7	registered (upto Q4 2024-25)	13.98						
	g							
		Complaints made by customers		Complaints made by			Total	
		Complaints made by customers		Intermediaries		Total		
8	Duration wise Pending Status		December 1 Dec 2		Percentage to		B	
		Number	Percentage to Pending	Number	Pending	Number	Percentage to	
			complaints		complaints		Pending complaints	
a)	Up to 15 days	145	2%	0	0	145	2%	
	15 - 30 days	0	0%	0	0	0	0%	
	30 - 90 days	0	0%	0	0	0	0%	
	90 days & Beyond	0	0%	0	0	0	0%	
	,							1

2%

Note :- (a) Opening balance should tally with the closing balance of the previous quarter.

(b) Complaints reported should be net of duplicate complaints

Total Number of Complaints

(c) No. of policies should be new policies (both individual and group) net of cancellations

145

- (d) Claims should be no. of claims reported during the period
- (e) For  $\,1\,\text{to}\,7$  Similar break-up to be given for the complaints made by intermediaries.

PD/2024-25/FY/Ver. Dated April 15, 2025

2%

145