

**PERIODIC DISCLOSURES**

**FORM NL-41 GRIEVANCE DISPOSAL**

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No. 115 dated August 03, 2001

Statement for the quarter ended September 30, 2012

<b>GRIEVANCE DISPOSAL</b>							
SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	12	352	323	-	28	13
b)	Policy Administration Related	12	1946	1876	-	68	14
c)	Insurance Policy Coverage related	24	907	904	-	8	19
d)	Claims related	11	441	309	-	137	6
e)	Others	-	14	6	-	8	-
	<b>Total</b>	<b>59</b>	<b>3,660</b>	<b>3,418</b>	<b>-</b>	<b>249</b>	<b>52</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	36	-	36
b)	Greater than 15 days	16	-	16
	<b>Total Number</b>	<b>52</b>	<b>-</b>	<b>52</b>

\* Opening balance should tally with the closing balance of the previous quarter.