

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) U67200MH2000PLC129408

| S.No | Particulars | Opening Balance as on beginning of Q3, 2016-17 | Additions during Q3, 2016-17 | Complaints resolved / settled during the year | | | Complaints pending at the end of Q3, 2016-17 | Total complaints registered upto Q3, 2016-17 |
|------|-----------------------------------|--|------------------------------|---|------------------|-----------|--|--|
| | | | | Fully accepted | Partial Accepted | Rejected | | |
| 1 | Complaints made by customers | | | | | | | |
| a) | Proposal related | 0 | 1 | 1 | 0 | 0 | 0 | 1 |
| b) | Claims | 49 | 259 | 250 | 0 | 24 | 34 | 877 |
| c) | Policy related | 37 | 303 | 317 | 0 | 0 | 23 | 732 |
| d) | Premium | 1 | 5 | 6 | 0 | 0 | 0 | 50 |
| e) | Refund | 2 | 20 | 21 | 0 | 0 | 1 | 41 |
| f) | Coverage | 10 | 69 | 59 | 0 | 4 | 16 | 129 |
| g) | Covernote related | 0 | 0 | 0 | 0 | 0 | 0 | 224 |
| h) | Product | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| i) | Others | 19 | 198 | 195 | 0 | 0 | 22 | 611 |
| | Total number of complaints | 118 | 855 | 849 | 0 | 28 | 96 | 2665 |

| | | |
|---|---|-------------|
| 2 | Total no. of policies during previous year: FY 2015-16 | 1,58,00,144 |
| 3 | Total no. of claims intimated during previous year: FY 2015-16 | 16,14,587 |
| 4 | Total no. of policies upto 9M 2016 -17: | 1,28,33,586 |
| 5 | Total no. of claims intimated upto 9M 2016 -17: | 16,67,156 |
| 6 | Total no. of Policy Complaints (upto 9M 2016 -17) per 10,000 policies (upto 9M 2016 -17): | 1.39 |
| 7 | Total No . of Claim Complaints (upto 9M 2016 - 17) per 10,000 claims registered (upto 9M 2016 -17): | 5.26 |

| 8 | Duration wise Pending Status | Complaints made by customer | Complaints made by Intermediaries | Total |
|-----|--------------------------------|-----------------------------|-----------------------------------|-----------|
| (a) | Upto 7 days | 91 | 0 | 91 |
| (b) | 7 - 15 days | 5 | 0 | 5 |
| (c) | 15-30 days | 0 | 0 | 0 |
| (d) | 30-90 days | 0 | 0 | 0 |
| (e) | 90 days & Beyond | 0 | 0 | 0 |
| | Total No. of complaints | 96 | 0 | 96 |