

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: L67200MH2000PLC129408

S.No	Particulars	Opening Balance as on beginning of Q4, 2017-18	Additions during Q4, 2017-18	Complaints resolved / settled during the year			Complaints pending at the end of Q4, 2017-18
				Fully accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Proposal related	1	2	3	-	-	-
b)	Claim	24	224	192	-	25	31
c)	Policy related	31	277	285	-	1	22
d)	Premium	-	3	3	-	-	-
e)	Refund	1	15	15	-	-	1
f)	Coverage	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-
i)	Others	12	176	171	-	3	14
	Total number of complaints	69	697	669	-	29	68

2	Total no. of policies during previous year: FY 2016-17	1,77,32,491
3	Total no. of claims intimated during previous year: FY 2016-17	22,05,388
4	Total no. of policies FY 2017-18	2,35,19,863
5	Total no. of claims intimated FY 2017-18	15,17,312
6	Total no. of policy complaints (FY 2017-18) per 10,000 policies (FY 2017-18)	0.81
7	Total No . of Claim Complaints (FY 2017-18) per 10,000 claims registered (FY 2017-18)	6.55

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	51	-	51
(b)	7 - 15 days	17	-	17
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total number of complaints	68	-	68