

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 Q1 2022	Additions during Q1 2022	Complaints resolved / settled during the year			Complaints pending at the end of Q1 2022
				Fully accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Proposal related	-	1	1	-	-	-
b)	Claim	44	301	183	4	123	35
c)	Policy related	9	79	77	1	3	7
d)	Premium	4	16	16	-	2	2
e)	Refund	3	20	16	3	4	-
f)	Coverage	9	70	55	-	17	7
g)	Cover note related	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-
i)	Others	12	84	77	8	8	3
	Total number of complaints	81	571	425	16	157	54

2	Total no. of policies during previous year: FY 2020-21	21,733,076
3	Total no. of claims intimated during previous year: FY 2020-21	1,644,943
4	Total no. of policies upto Q1 2021-22	4,082,976
5	Total no. of claims intimated upto Q1 2021-22	413,242
6	Total no. of policy complaints (upto Q1 2021-22) per 10,000 policies (upto Q1 2021-22)	0.66
7	Total No. of Claim Complaints (upto Q1 2021-22) per 10,000 claims registered (upto Q1 2021-22)	7.28

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	38	-	38
(b)	7 - 15 days	16	-	16
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	54	-	54