

PERIODIC DISCLOSURES
FORM NL-45-GREIVANCE DISPOSAL

Name of the Insurer: ICICI Lombard General Insurance Company Limited

Registration No: 115 dated August 03, 2001

CIN: L67200MH2000PLC129408

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claims Related	37	478	195	49	200	71	478
c)	Policy Related	9	74	64	6	3	10	74
d)	Premium Related	-	10	1	4	4	1	10
e)	Refund Related	3	15	16	2	-	-	15
f)	Coverage Related	16	95	74	11	14	12	95
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	-
i)	Others	4	170	110	16	32	16	170
	Total	69	842	460	88	253	110	842

2	Total No. of policies during previous year: FY 2021-22	29,310,084
3	Total No. of claims during previous year: FY 2021-22	2,326,531
4	Total No. of policies upto Q1 2022-23	6,185,641
5	Total No. of claims upto Q1 2022-23	638,210
6	Total no. of policy complaints (upto Q1 2022-23) per 10,000 policies (upto Q1 2022-23)	0.59
7	Total No. of Claim Complaints (upto Q1 2022-23) per 10,000 claims registered (upto Q1 2022-23)	7.49

8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	110	13%	-	0%	110	13%
b)	15 - 30 days	-	0%	-	0%	-	0%
c)	30 - 90 days	-	0%	-	0%	-	0%
d)	90 days & Beyond	-	0%	-	0%	-	0%
	Total Number of Complaints	110	13%	-	0%	110	13%