

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 Q1 2016-17	Additions during Q1 2016-17	Complaints resolved / settled during the year			Complaints pending at the end of Q1 2016-17	Total complaints registered upto Q1 2016-17
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	19	248	207	-	18	42	248
c)	Policy related	62	423	432	-	2	51	423
d)	Premium	-	7	7	-	-	-	7
e)	Refund	1	11	11	-	-	1	11
f)	Coverage	11	60	61	-	6	4	60
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	12	201	193	-	1	19	201
	Total number of complaints	105	950	911	-	27	117	950

2	Total no. of policies during FY 2015-16	1,58,00,144
3	Total no. of claims intimated during FY 2015-16	16,14,587
4	Total no. of policies during Q1 2016-17	40,51,411
5	Total no. of claims intimated during Q1 2016-17	5,24,480
6	Total no. of policy complaints (Q1 2016-17) per 10,000 policies (Q1 2016-17):	1.73
7	Total No. of claim complaints (Q1 2016-17) per 10,000 claims registered (Q1 2016-17):	4.73

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	97	-	97
(b)	7 - 15 days	20	-	20
(c)	15-30 days	0	-	-
(d)	30-90 days	0	-	-
(e)	90 days & Beyond	0	-	-
	Total No. of complaints	117	-	117