

**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 Q4, 2014	Additions during Q4, 2014	Complaints resolved / settled during			Complaints pending at the end of Q4, 2014	Total complaints registered upto Q4, 2014
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	12	11	-	1	-	111
b)	Claim	5	283	242	-	36	10	1,467
c)	Policy related	16	404	400	-	5	15	3,193
d)	Premium	-	8	7	-	-	1	310
e)	Refund	3	37	24	-	8	8	161
f)	Coverage	-	7	6	-	1	-	30
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	1	336	328	-	1	8	1,271
	<b>Total number of complaints</b>	<b>25</b>	<b>1,087</b>	<b>1,018</b>	<b>-</b>	<b>52</b>	<b>42</b>	<b>6,543</b>

2	Total no. of policies during previous year:	9,184,196
3	Total no. of claims intimated during previous year:	4,352,808
4	Total no. of policies during current year:	11,222,084
5	Total no. of claims intimated during current year:	6,229,959
6	Total no. of Policy Complaints (current year) per 10,000 policies (current year):	5
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	2

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	31	-	31
(b)	7 - 15 days	11	-	11
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	<b>Total No. of complaints</b>	<b>42</b>	<b>-</b>	<b>42</b>