Business Responsibility Report

[See Regulation 34(2)(f) of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulation 2015]

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

I.	CIN	L67200MH2000PLC129408
II.	Name of the Company	ICICI Lombard General Insurance Company Limited
III.	Address of the Registered office and contact details	ICICI Lombard House, 414, Veer Savarkar Marg, Near Sidhivinayak Temple, Prabhadevi Mumbai - 400025 Tel. :(+91-22) 6196 1100 Fax :(+91-22) 6196 1323
IV.	Website	www.icicilombard.com
V.	Email Id	investors@icicilombard.com
VI.	Financial Year reported	2017-2018
VII.	Sector(s) that the Company is engaged in (industrial activity code-wise)	6512
VIII.	List three key products/services that the Company manufactures/provides (as in balance sheet)	The Company offers a wide range of general insurance products covering fire, marine and miscellaneous class of insurance.
IX.	Total number of locations where business activity is undertaken by the Company a. Number of International Locations b. Number of National Locations	The Company reaches its customers through 253 offices at March 31, 2018.
X.	Markets served by the Company-Local/State/ National/International	The Company serves customers in national and international locations.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid up Capital : ₹ 4.37 billion
2. Total Turnover (GWP) : ₹ 126.00 billion
3. Total profit after taxes : ₹ 8.62 billion

4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)

The Company spent ₹ 149.7 million or 2% of its average net profit of the last three financial years i.e. FY2015, FY2016 and FY2017 towards CSR activities in the FY2018.

5. List of activities in which expenditure in 4 above has been incurred:-

The Company conducted specific activities during the fiscal year focused on CSR. These included:

Eye check-up camps for underprivileged children as part of its employee volunteering initiative 'Caring Hands'. In FY2018, 36,579 children were screened for vision and 5,583 children with poor vision were given free spectacles.

Road safety awareness workshops for around 50,000 parents and children as part of the 'Ride to Safety' program. The Company also distributed 20,000 specially designed ISI mark helmets to children

Wellness sessions in schools serving underprivileged children including installing water purifiers in schools as part of the 'Niranjali' initiative. 20 water purifiers were installed in schools in Mumbai benefiting 35,000 children.

Further, the Company contributed to the skill development & sustainable livelihoods initiative organised by ICICI Foundation.

The expenditure towards activities directly undertaken by the Company was ₹ 38.1 million, while the contribution to ICICI Foundation was ₹ 111.6 million.

The details of CSR activities are also available in annexure on CSR which forms part of the Annual report for FY2018.

SECTION C: OTHER DETAILS

1. **Does the Company have any Subsidiary Company/ Companies:** No

2. **Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such subsidiary company(s):** Not applicable.

3. **Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]:** No

SECTION D: BUSINESS RESPONSIBILITY (BR) INFORMATION

1. **Details of Director/Directors responsible for BR**

(a) Details of the Director/Director responsible for implementation of the BR policy/policies

1. DIN Number: 07192264
2. Name: Mr. Sanjeev Mantri
3. Designation: Executive Director

(b) Details of the BR head

Sr. No.	Particulars	Details
1	DIN Number (if applicable)	NA
2	Name	Mr. Jerry Jose
3	Designation	Head- Human Resources
4	Telephone number	Tel. :(+91-22) 6196 1100
5	e-mail id	jerry.jose@icicilombard.com

2. **Principle-wise (as per National Voluntary Guidelines (NVGs)) BR Policy/policies**

(a) Details of compliance (Reply in Y/N)

Sr. No.	Questions	P 1 (Please refer Note P1)	P 2 (Please refer Note P2)	P 3 (Please refer Note P3)	P 4 (Please refer Note P4)	P 5 (Please refer Note P5)	P 6 (Please refer Note P6)	P 7 (Please refer Note P7)	P 8 (Please refer Note P8)	P 9 (Please refer Note P7)
1	Do you have a policy/policies for....	Y	Y	Y	Y	Y	N	N	Y	N
2	Has the policy being formulated in consultation with the relevant stakeholders	Y	Y	Y	Y	Y	-	-	Y	-
3	Does the policy conform to any national/international standards If yes, specify (50 words)	Y	Y	Y	Y	Y	-	-	Y	-
4	Has the policy being approved by the Board * Is yes, has it been signed by MD/owner/ CEO/appropriate Board Director	Y	Y	Y	Y	Y	-	-	Y	-
5	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy	Y	Y	Y	Y	Y	-	-	Y	-
6	Indicate the link for the policy to be viewed online	Y	Y	Y	Y	Y	-	-	Y	-

Sr. No.	Questions	P 1 (Please refer Note P1)	P 2 (Please refer Note P2)	P 3 (Please refer Note P3)	P 4 (Please refer Note P4)	P 5 (Please refer Note P5)	P 6 (Please refer Note P6)	P 7 (Please refer Note P7)	P 8 (Please refer Note P8)	P 9 (Please refer Note P7)
7	Has the policy been formally communicated to all relevant internal and external stakeholders	Y	Y	Y	Y	Y	-	-	Y	-
8	Does the Company have in-house structure to implement the policy/policies.	Y	Y	Y	Y	Y	-	-	Y	-
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies	Y	Y	Y	Y	Y	-	-	Y	-
10	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency #	Y	Y	Y	Y	Y	-	-	Y	-

P1	Sr. No 1-The Company has an Anti Bribery & Anti Corruption Policy, Code of Business Conduct and Ethics and Whistle Blower Policy. The Anti-Bribery & Anti-Corruption Policy broadly conforms to the requirements of anti-bribery statutes and the regulatory guidance issued in relation to the same. While the corporate governance requirements prescribed under the Listing Regulations require the Company to have a Code of Conduct, there is no prescribed standard for the same. The Code of Business Conduct and Ethics is based on professional and ethical standards which the Company believes all its employees as well as Directors should adopt. The Whistle Blower Policy confirms to the requirements as stipulated by the Companies Act, 2013 and rules made thereunder. Sr. No 6- The Code of Business Conduct and Ethics is available on the website of the Company (www.icicilombard.com). The other policies are internal documents and accessible only to employees of the organisation.
P2	The Company complies with the regulations governing its products and services and has taken initiatives to promote inclusive growth and environmental sustainability. Sr. No 1 and 6 - The ICICI Foundation for Inclusive Growth (IFIG) focuses on the areas of elementary education, sustainable livelihoods, primary healthcare and financial inclusion. The initiatives of IFIG can be viewed on the link www.icicifoundation.org. The Company has a Corporate Social Responsibility Policy (CSR) which can be viewed on the weblink https://www.icicilombard.com/content/ilom-en/csr-policy/CSR_Policy.pdf
P3	Sr. No. 1 In line with the general laws and regulations and sound ethical practices followed nationally, the Company has adopted employee oriented policies covering areas such as employee benefits and sexual harassment at the workplace which endeavor to provide an environment of care, nurturing and opportunity to accomplish professional aspirations. Sr. No. 6. These policies can be viewed online only by the employees of the organisation.
P4	The Principle enunciates the aspects of being responsive towards all stakeholders especially those who are disadvantaged, vulnerable and marginalised. Sr. No. 3 and 6- the Company has set processes in place to achieve the objectives addressed by this Principle. The initiatives by IFIG and CSR policy of the Company can be viewed by visiting the links mentioned in note for Principle 2 above. The Company is also serving its rural and social customers' details of which are provided in the Directors Report.

P5	Sr. No.1- The Company's Code on Business Conduct and Ethics (the Code) addresses the requirements of this Principle. The Code emphasises fair employment practices and diversity, fair competition, prohibition on harassment and intimidation and safety at the workplace. This Code is available on the website of the Company. In order to protect the interest of customers, Insurance Regulatory and Development Authority of India (IRDAI) has issued regulations on Protection of Policyholders Interests, 2002, which deals with aspects such as turnaround times, freelook period, penalties for delay in servicing, etc. Further, for insurers to have in place speedy and effective grievance redressal system, the grievance portal of the regulator (Integrated Grievance Management System) is synced with the base system of the insurer thereby ensuring smooth flow of the customer issues to the concerned company.
P6	The aspects outlined under this Principle are not substantially relevant to the Company given the nature of its business. The Company participates in initiatives towards addressing environmental issues and imbibes processes and practices towards an environmentally responsible corporate citizen.
P7	While there is no specific policy outlined for this Principle, the Company, through trade bodies and associations, puts forth a number of suggestions with respect to the economy and the insurance sector in particular. The Company along with IFIG participates in several initiatives to promote inclusive growth.
P8	Sr. No 1 and 6 - The Company has a CSR Policy which can be viewed on the weblink https://www.icicilombard.com/content/ilom-en/csr-policy/CSR_Policy.pdf. The IFIG focuses on the areas of elementary education, sustainable livelihoods, primary healthcare and financial inclusion. The initiatives of IFIG can be viewed on the link www.icicifoundation.org.
P9	The Company has a dedicated customer servicing team which focuses on building and strengthening customer service orientation by initiating various measures for improvement in customer service. The team periodically reviews service performance measures, major operational changes or any other issue impacting customer service delivery.

*Policies wherever stated have been approved by the Board/Committee of the Board/senior management of the Company

#All policies and processes are subject to audits and reviews done internally in the Company from time to time.

3. Governance related to BR

(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year

Since the Company got listed on September 27, 2017, this is the first year for preparation of BR Report for the Company. The Company shall going forward review and assess its BR initiatives annually.

(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The Company has published the BR Report in its Annual Report for FY2018. The hyperlink for viewing the report is link https://www.icicilombard.com/docs/default-source/financialreports/business-responsibility-report.pdf.

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1

1. Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Company is committed to acting professionally, fairly and with integrity in all its dealings. The Company, through the Code of Conduct, has adopted a 'zero-tolerance' approach to bribery and corruption. The Company has put in place an 'Anti-Bribery and Anti-Corruption Policy', which sets forth obligations on part of every employee for prevention, detection and reporting of any act of bribery or corruption. The Code is applicable to directors and employees of the Company.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.:

The number of complaints received from shareholders in FY2018 was 13.

The Company has formulated a Whistle blower Policy to encourage employees to report matters without the risk of subsequent victimisation, discrimination or disadvantage. As per the Policy, employees/Directors can raise concerns related to breach of any law, statute or regulation, issues related to accounting policies and procedures, acts resulting in financial loss or loss of reputation, misuse of office, suspected/actual fraud and criminal offences, non-compliance to anti-bribery & anti-corruption policy by the Company or its employees to the Board Audit Committee through specified channels. The policy has been periodically communicated to the employees and also posted on the Company's intranet.

The Policyholders related complaints are monthly reviewed with Managing Director and CEO. The Board has constituted Policyholder Protection Committee to periodically review policyholders related complaints and any other issue impacting service delivery. A quarterly report is submitted to the Board of Directors of the Company. Of the 120 complaints outstanding at the beginning of the year and 2,902 complaints received during the year, 2,954 complaints have been resolved.

Principle 2

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

The Company provides a range of general insurance products to cater to all segments of the society. We also offer the following products to cater to the rural and social sector obligations of the Company:

1. RSBY (Rashtriya Swastha Bhima Yojana)
2. PMFBY (Pradhan Mantri Fasal Bhima Yojana)

Apart from the products, we have moved towards digitisation and developed an almost paperless policy issuance and servicing process. The digital platform is extended to our employees, agents and partners too.

The pre-sales process, application form submission, payment, document submission and servicing is enabled online. No paper is either filled or submitted. Post policy issuance, the contract is emailed to the customers.

The above initiatives and digital processes have not only provided speed and convenience to our customers and distributors, but has also had a positive impact on environment.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):

(a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

Not applicable considering the nature of business of the Company.

(b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

Please refer to our response in Principle 6.

3. Does the Company have procedures in place for sustainable sourcing (including transportation)?

Not applicable considering the nature of business of the Company.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

Not applicable considering the nature of business of the Company.

5. Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

As our Company is not a manufacturing company, this point is not applicable.

Business Responsibility Report (Contd.)

Principle 3

1. **Please indicate the Total number of employees –** 6,849 as on March 31, 2018

2. **Please indicate the Total number of employees hired on temporary/contractual/casual basis. –** Nil

3. **Please indicate the Number of permanent women employees. –** 1,193 as on March 31, 2018

4. **Please indicate the Number of permanent employees with disabilities –** The Company does not specifically track the number of disabled employees. We are an equal opportunity employer and we treat all employees at par. Based on the income tax declarations which enable claiming income tax deduction for self-disability, the Company had 7 such employees.

5. **Do you have an employee association that is recognised by management –**

   The Company does not have an employee association.

6. **What percentage of your permanent employees is members of this recognised employee association?** -Not applicable.

7. **Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

   The Company does not engage in any form of child labour/forced labour/involuntary labour and does not adopt any discriminatory employment practices. The Company has a policy against sexual harassment and a formal process for dealing with complaints of harassment or discrimination. The said policy is in line with relevant Act passed by the parliament in 2013. The Company, through the policy ensures that all such complaints are resolved within defined timelines. During the calendar year 2017, 7 cases were actioned and were disposed off.

8. **What percentage of your under mentioned employees were given safety & skill up- gradation training in the last year?**

   a. Permanent Employees

   b. Permanent Women Employees

   c. Casual/Temporary/Contractual Employees

   d. Employees with Disabilities

   The Company emphasizes prime importance to employee health and safety. Periodic training in advanced and basic fire safety training and evacuation-related training for floor marshals and employees are conducted across offices and branches. Fire evacuation drills are also conducted to sensitize employees about fire safety norms, regulations and actions. Awareness mailers on Health, Safety & Environment (HSE), natural calamities, epidemics, ergonomics, women safety and road safety are also sent to employees on a regular basis.

   To equip employees to build their capability to support organisational growth and individual development, the learning and skill up-gradation agenda is driven by the Company throughout the year. Apart from induction of new joiners, various functional programs are conducted across levels for employees, resulting in customised learning roadmaps (Learning Ladders). Employees enhance their domain knowledge by progressing across three levels of Certification: addressing regulatory & compliance requirements along with building threshold knowledge, advanced levels of competencies and specialisation with international benchmarking. In addition, employees along with line managers also craft their ICP's (Individual Capability Plans), a tailored action plan that builds capability to meet individual in-year and medium term goals. Over and above, managers and leaders are also trained to build their capabilities to manage, nurture and grow their teams through Code Blue – its People Certification program.

Principle 4

1. **Has the Company mapped its internal and external stakeholders? Yes/No**

   Yes, the Company has mapped its key stakeholder groups.

2. **Out of the above, has the Company identified the disadvantaged, vulnerable & marginalised stakeholders.**

The Company is guided as per guidelines prescribed by IRDAI on a certain percentage of our insurance products to be sold to rural and social customers. These are customised low premium products. These customers can call on the Company's toll free call center number or visit our branches for any servicing requirement.

The details about the rural and social business of the Company is provided in the Directors' Report of the Company.

3. **Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalised stakeholders. If so, provide details thereof, in about 50 words or so.**

ICICI Lombard (IL) has been a front runner in executing one of the biggest crop insurance scheme introduced by government of India i.e. Pradhan Mantri Fasal Bima Yojna (PMFBY). Under this scheme, farmers are enrolled through banks or insurance company via appointed agents or directly. Total premium comes in the form of farmer share which is capped at 2% of sum insured for Kharif season and 1.5% of sum insured for Rabi season, while the rest of premium comes in the form of subsidy from state and central government. In FY18 alone, IL enrolled close to 3 million farmers across the country in 8 states and 71 districts under PMFBY with major states being Madhya Pradesh, Tamil Nadu, Haryana and Andhra Pradesh.

Also, there has been focus on rural health insurance under Rashtriya Swasthya Bima Yojna (RSBY) which was being implemented by IL in the state of Odisha in FY18. Under this scheme, secondary care cover of ₹ 30,000 is given to a family of maximum 5 who are Below Poverty Line (BPL).

In addition to this, IL is also focusing on insuring livestock i.e. cattle, which is one of the critical source of income for farmers. During 2017-18, IL ensured around 20,000 cattles spreading across 14 states.

Principle 5

1. **Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

The Company is an equal opportunity, gender neutral employer and has a zero tolerance policy towards any discrimination based on gender, religion, caste or class. The Company strives to uphold meritocracy and fairness at the workplace through transparent policies, systems and processes and has instituted a structured grievance redressal mechanism to address employee concerns. All employee concerns are investigated and action taken based on the findings and the Company's Code of Conduct.

Further, in order to protect the interest of the policyholders, IRDAI has issued regulations on Protection of Policyholders Interests, 2002, which deals with aspects such as turnaround times, freelook period, penalties for delay in servicing, etc. Further, for insurers to have in place speedy and effective grievance redressal system, the grievance portal of the regulator (Integrated Grievance Management System) is synced with the base system of the insurer thereby ensuring smooth flow of the customer issues to the concerned company.

2. **How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**

For details, kindly refer Principle 1.

Principle 6

1. **Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**

As outlined under Principle 2, the aspects outlined under this Principle are not substantially relevant to the Company given the nature of its business.

2. **Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.**

It has been our endeavor towards imbibing processes and practices towards an environmentally responsible corporate citizen.

1. Our new branches have been equipped with efficient electricity consumption using Variable Refrigerant Flow (VRF) ACs, light sensor technology and LED lighting for branches and other energy conservation measures. Energy conservation measures such as installation of energy efficient equipment, Solar hybrid air-conditioning system and solar power lighting to reduce carbon footprint in project phase are some of the key initiatives taken by the Company.

2. The Company has taken several initiatives on technology side as well which includes reducing paper consumption through extensive use of "Managed Print Services". Managed print helps you improve environmental sustainability and document security. Selection of computers/ laptops having AIO (All in One) units which helps in higher energy rating than normal systems, installation of software which reduces energy conservation, migration of around more than 150 servers for our non-production workload on Cloud for better energy efficiency and scalability and creation of master script to shut down these servers whenever not in use.

3. As highlighted in Principle 2, usage of tablets for doing business the Digital way, has optimised paper utilisation.

4. Initiatives in doing business and servicing customers:

   a) The Company has digitised its policy issuance and servicing processes. The processes are almost paperless. We have a firm belief in the 'Digital India' initiative and make utmost effort in contributing to this initiative.

   b) To the extent permitted we also communicate with our customers via sms and emails and reduce the use of paper.

   c) Due to these initiatives our paper usage has dropped drastically over the years.

5. Does the Company identify and assess potential environmental risks? Y/N

   The aspects outlined under this Principle are not relevant to the Company given the nature of its business.

3. **Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?**

   The aspects outlined under this Principle are not relevant to the Company given the nature of its business.

4. **Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.**

   As outlined above, the Company participates in several initiatives in area of environment sustainability.

5. **Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

   Not applicable considering the nature of business of the Company.

6. **Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**

   Not applicable considering the nature of business of the Company.

Principle 7

1. **Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**

   1. Indian Merchants Chamber
   2. Confederation of Indian Industry
   3. Federation of Indian Chambers of Commerce and Industry
   4. Federation of Indian Export Organisations

2. **Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad**

areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

The Company has not advocated/lobbied through above associations.

Principle 8

1. **Does the Company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.**

   The Company pursues specific programs in the area of Healthcare and Road Safety.

   Ride to Safety – This is an initiative by the company which focuses on pursuing a behavioral change in the area of Road Safety and providing specially designed child specific ISI mark helmets for children.

   Caring Hands – This is an employee volunteering initiative wherein the Company's employees participate in conducting eye check-up camps for school children. The Company also provides spectacles to children diagnosed with poor vision.

   Niranjali – Under this Wellness initiative, school children are given education on importance of clean drinking water. The company also installs water purifiers in the schools.

2. **Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ government structures/any other organisation?**

   The programs where the Company is involved in the direct implementation are undertaken either directly or with the help of NGOs.

   The Company also makes contribution to ICICI foundation for the various programs/projects undertaken by them directly.

   Ride to Safety and Wellness programs are conducted with the help of NGOs. Caring Hands program is executed end to end by the employees.

3. **Have you done any impact assessment of your initiative?**

   The initiatives where company directly implements are reviewed regularly.

   Ride to Safety - The Company works closely with its NGO partners to ensure that the road safety awareness workshops organised are able to bring about a behavioral change among children and their parents for a long-term impact. The helmets provided also ensures that the impact is not limited to knowledge transfer, but a tangible change in behavior is brought about. Further, in FY2018 the Company conducted a survey with the parents of students who attended the road safety workshops. 78% of the parents found the safety workshops to be useful and pledged to bring a change in their behavior while traveling on roads.

4. **What is your Company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?**

   The Company has spent ₹ 149.7 million in fiscal FY2018 on corporate social responsibility related activities. Of this, 75% is contributed to ICICI Foundation for activities focused on skill development and sustainable livelihoods. The balance 25% is utilised for direct activities conducted by the Company primarily in the areas of Road Safety and Healthcare.

5. **Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

   The Company has been taking steps to ensure that the programs are adopted by the community. The eye check-up exercise is followed by distributing spectacles to the children with poor vision. The Company distributes the spectacles in the presence of school authorities who encourage the students to utilize them. Similarly, in case of the Wellness initiative, the students utilize the clean drinking water facility provided by the Company having installed the water purifiers in the schools. Further, the helmets being provided to children are being used by them as per the feedback taken by the Company from the parents of these children.

Principle 9

1. **What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

   68 complaints were pending as on March 31, 2018. 97.75% complaints resolved in the financial year.

Business Responsibility Report (Contd.)

2. **Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./ Remarks(additional information)**

   Not applicable considering the nature of business of the Company.

3. **Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.**

   In the ordinary course of insurance business, several customers have disputes with the Company which could result in their filing a civil suit, criminal complaint or a consumer complaint alleging deficiency of services. The Company always strives to have a cordial relationship with its customers and attempts to have an amicable settlement of the dispute but in some cases needs to pursue legal resolution of the same.

4. **Did your Company carry out any consumer survey/ consumer satisfaction trends?**

   The Company continuously gauges the satisfaction level of its customers based on purchase, renewal and claims experience of health and motor insurance policies through NPS (Net Promoter Score – a measure of brand advocacy). As part of this exercise, post a customer transaction, the customer is contacted to solicit feedback. Every month, feedback is collected from over 10,000 customers. This feedback is then analysed and the insights are used for process and system improvement. The company's focus on improving customer service and satisfaction through NPS has been in place since last 7 years.