

Ref. No.: MUM/SEC/152-09/2024

September 15, 2023

To,
The Manager,
Listing Department
BSE Limited
Phiroze Jeejeebhoy Tower,
Dalal Street,
Mumbai – 400001

To,
The Manager,
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor, Plot C/1,
G Block, Bandra-Kurla Complex,
Mumbai - 400 051

Scrip Code: Equity (BSE: 540716/ NSE: ICICIGI); Debt (NSE: ILGI29)

Dear Sir/Madam,

Subject: Information to investors regarding Online Dispute Resolution Mechanism

Pursuant to Regulation 30 and Regulation 51 of Securities and Exchange Board of India (Listing Obligation and Disclosure Requirements) Regulations, 2015, please find enclosed communication sent to investors of the Company on September 15, 2023 at 9:30 p.m. (IST), in compliance with the SEBI Circular dated July 31, 2023 and August 4, 2023, informing them about the availability of Online Dispute Resolution Mechanism.

You are requested to kindly take the same on records.

Thanking you,

Yours Sincerely,

For ICICI Lombard General Insurance Company Limited

Vikas Mehra
Company Secretary

Encl: As above

ICICI Lombard General Insurance Company Limited

IRDA Reg. No. 115
Mailing Address:
401 & 402, 4th Floor, Interface 11,
New Linking Road, Malad (West),
Mumbai - 400 064

CIN: L67200MH2000PLC129408
Registered Office:
ICICI Lombard House, 414, Veer Savarkar Marg,
Near Siddhi Vinayak Temple, Prabhadevi,
Mumbai - 400 025

Toll free No. : 1800 2666
Alternate No.: +91 8655222666 (Chargeable)
Email: customersupport@icicilombard.com
Website: www.icicilombard.com



ICICI LOMBARD GENERAL INSURANCE COMPANY LIMITED

(CIN:L67200MH2000PLC129408)

Registered Office: ICICI Lombard House, 414, Veer Savarkar Marg,

Near Siddivinayak Temple, Prabhadevi, Mumbai - 400 025

Tel.: 022-61961100 **Fax:** 022-61961323

Website: www.icicilombard.com **Email:** investors@icicilombard.com

September 15, 2023

Dear Investor,

Subject: Enhancing investor awareness on Online Dispute Resolution Mechanism

We wish to inform you that the SEBI vide its Circular dated July 31, 2023 read with SEBI Circular dated August 4, 2023 had introduced common Online Dispute Resolution Portal ("ODR Portal") which will harness online conciliation and online arbitration for resolution of disputes arising in the Indian Securities Market.

As per the said Circular, an investor shall first take up his/her/their grievance with the listed entity by lodging a complaint directly with the concerned listed entity and if the grievance is not redressed satisfactorily, the investor may, in accordance with the SCORES guidelines, escalate the same through the SCORES Portal, in accordance with the process laid out therein. After exhausting all available options for resolution of the grievance, if the investor is still not satisfied with the outcome, he/she/they can initiate dispute resolution through the [ODR Portal](#). For further details, investors can [click here](#) to refer the said Circular.

For **ICICI Lombard General Insurance Company Limited**

Sd/-

Vikas Mehra
Company Secretary