

Ref. No.: MUM/SEC/57-06/2021

June 2, 2020

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

The Manager
Listing Department
The National Stock Exchange of India Ltd.
Exchange Plaza, 5th Floor, Plot C/1,
G Block, Bandra-Kurla Complex
Mumbai - 400051

Scrip Code: (BSE: 540716/ NSE: ICICIGI)

Dear Sir/Madam,

Press Release - "ICICI Lombard simplifies claim process for customers affected by Cyclone Amphan"

We enclose herewith a copy of Press Release that is being issued by the Company, in connection with the above.

You are requested to kindly take the same on records.

Thanking you,

Yours Sincerely,

For ICICI Lombard General Insurance Company Limited

Vikas Mehra
Digitally signed
by Vikas Mehra
Date: 2020.06.02
20:31:30 +05'30'

Vikas Mehra
Company Secretary

Encl: As above

ICICI Lombard General Insurance Company Limited

IRDA Reg. No. 115

CIN: L67200MH2000PLC129408

Mailing Address:

Registered Office:

Toll free No. : 1800 2686

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New Linking Road, Malad (West), Near Siddhi Vinayak Temple, Prabhadevi,
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Alternate No.: +918655222666 (Chargeable)

Email: customersupport@icicilombard.com

Website: www.icicilombard.com

Press Release

ICICI Lombard simplifies claim process for customers affected by Cyclone Amphan

Kolkata, June 02, 2020: ICICI Lombard General Insurance, India's largest private sector non-life insurance company has rolled out promising measures for the people affected by the super cyclonic storm - Amphan. The cyclone has been declared to be "the worst cyclone" that Kolkata has witnessed in the past 100 years by the Indian Meteorological Department (IMD). The insurer has gone to great lengths to provide the customers with the best of services in these challenging times wherein COVID-19 is already a significant issue and the cyclone has only made matters worse.

Easy accessibility

Any customer can reach ICICI Lombard through its various digital communication modes. The first level of intimation was sent to the customers through social media, email and SMS giving out a claim intimation link for registering claims. Pre and post cyclone advisory was also sent to customers via email communication.

Customers can reach out to the insurer through:

- A 24x7 toll-free helpline number (**1800-2666**)
- Write to the company at customersupport@icicilombard.com for any queries.
- Any motor or health claims can be registered through ICICI Lombard's ILTakeCare app
- The insurer's website can be used for reporting property or liability claims

Simplified and contactless claim intimation and approval process

- ICICI Lombard has developed a strategic roadmap with the use of technology ensuring faster, easy and safe claims settlement, thus, respecting the norms of social distancing given the current COVID-19 situation
- To that extent, the company is encouraging self-assessed motor claims through Instaspect feature within the IL TakeCare app
- Small value losses will be assessed through virtual surveys
- ICICI Lombard has ensured that bare minimum documents are required for the settlement of claims
- Taking into account the ease and convenience of the customers, the insurer has enabled customers to submit documents online using the E-Claims feature which

allows for the submission of a digital claim form due to the cyclone incident as well as the estimated loss (with the quotations/invoices of the repair and/or replacement for the damaged items) are required. The required list has been truncated given the current circumstances.

- A centralized mechanism of claims monitoring has also been set-up for managing and resolving disputes

On these measures, **Sanjay Datta, Chief-Underwriting, Claims and Reinsurance, ICICI Lombard GIC** stated, “At ICICI Lombard, we believe in going the extra mile for our customers in their hour of need. Concerning the recent cyclone in Kolkata, we have instituted several technology-enabled communication channels and simplified claim settlement procedures for a speedy response. Further, we are encouraging our customers to take advantage of digital solutions across web, mobile and apps.”

He further added, “Events such as these bring forth the need for one to avail insurance for self, family and their possessions as life is very uncertain and risks are unpredictable. The least one can do is mitigate the financial impact due to such incidents.”

ICICI Lombard’s proactive approach

In order to offer fast and easy services, ICICI Lombard has instituted a unique comprehensive mechanism to align its internal operations to provide a quick and efficient response:

- Starting with proactively reaching out to its customers to understand the extent of the damages so as to appoint adequate number of surveyors
- Internal classification of the type of losses and allotment of the same to specific survey firms for an efficient deputation of claims
- Setting up a dedicated team at the corporate office to support the regional claims team
- Sharing the repair approvals with workshops post Instaspect surveys so that the vehicles are taken up for reinstatement as soon as they reach the workshop

Damages so far

As per the data released by the authorities in Kolkata, more than 13 million people have been affected - some losing houses, crops and lands - and over 1.5 million homes have been damaged.



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About ICICI Lombard General Insurance Company Limited

We are the largest private sector non-life insurer in India based on gross direct premium income in fiscal 2020 (Source: IRDAI). We offer our customers a comprehensive and well-diversified range of products, including motor, health, crop, fire, personal accident, marine, engineering and liability insurance, through multiple distribution channels. More details are available at www.icicilombard.com.

For details, contact:

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