

Ref. No.: MUM/SEC/149-11/2025-26

November 5, 2025

To,
The Manager
Listing Department
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai – 400 001

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)

Dear Sir/Madam,

Press Note: "ICICI Lombard General Insurance launches an Initiative to help policyholders to claim their dues that are lying unclaimed with the Company"

Please find enclosed herewith a copy of Press Note titled "ICICI Lombard General Insurance launches an Initiative to help policyholders to claim their dues that are lying unclaimed with the Company".

The above information will also be made available on the Company's website at www.icicilombard.com.

You are requested to kindly take the same on your 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:
Sixth floor- Interface 16,
Office no 601 & 602,
New linking Road, Malad
west, Mumbai - 400064.

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

You can contact us at:
Toll free No.: 1800 2666
Email: customersupport@icicilombard.com
Website: www.icicilombard.com



Press Note

ICICI Lombard General Insurance launches an Initiative to help policyholders to claim their dues that are lying unclaimed with the Company

Mumbai, November 05, 2025: ICICI Lombard General Insurance Company Limited (ICICI Lombard/ Company), one of the leading general insurance company has launched a comprehensive customer outreach initiative to help policyholders/ beneficiaries claim their dues which are lying with the Company as unclaimed insurance amounts.

The Company has identified that numerous policy proceeds, claims, premium pay-ins, and refunds have remained unclaimed by policyholders / beneficiaries / customers, often due to outdated contact / communication details or other communication gaps. Through this proactive initiative, the Company aims to reconnect with policyholders/beneficiaries and ensure they receive what is rightfully theirs.

Key highlights of this outreach:

- **Simplified claim process:** The policyholders/beneficiaries can now easily check and claim their pending amounts through multiple convenient channels.
- **Multiple contact options:** The Company has established dedicated support channels to assist the policyholders/beneficiaries.
- **Customer Outreach:** The Company is actively reaching out to the policyholders who may have unclaimed amounts.

How customers can check and claim their amounts:

The Company has devised a simple and accessible process for the policyholders/ beneficiaries to claim their unclaimed amount, if any:

- **Call toll-free number:** 1800 2666
- **Email support:** customersupport@icicilombard.com
- **Visit the nearest branch:** You can visit any branch of the Company to experience personalized assistance.

The policyholder/ beneficiary can also access the website of ICICI Lombard through the following link <https://ilhc.icicilombard.com/Home/UnclaimedAmount> and fill necessary details to verify and claim their pending dues.

“We are committed to ensuring that our policyholder/ beneficiary receive every benefit they are entitled under their insurance policies,” said a spokesperson for the Company. This initiative reflects our dedication towards customer service excellence and our responsibility to



maintain transparent relationships with our policyholders. ICICI Lombard encourages all current and former policyholders or their beneficiaries, to check if they have any unclaimed amounts and take advantage of this initiative to claim what rightfully belongs to them. This effort is part of ICICI Lombard's broader commitment to enhancing customer experience and ensuring complete transparency in all insurance transactions.

ICICI Lombard continues to strengthen its position as a customer-centric insurance provider, consistently working to bridge any gaps in communication and service delivery.