ICICI Lombard
GENERAL INSURANCE

Ref. No.: MUM/SEC/130-08/2018

August 23, 2018

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

BSE Scrip Code: 540716

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

NSE Symbol: ICICIGI

Dear Sir/Madam,

Kerala Floods Update

The Company hereby submits an update on host of initiatives implemented by the Company to support the customers affected by Kerala Floods is also attached herewith.

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

Kerala Floods Update

ICICI Lombard implements host of initiatives to support the customers affected by Kerala Floods

Fast-tracked processes, hotline numbers among initiatives to ease the ordeal for claims

The State of Kerala has been witnessing significant disruption due to widespread floods that were triggered by excessive rains that started in the first week of August.

The company has written premium of Rs. 85.98 crs (primarily motor, property & health insurance) during FY 2017-18 which comprises 0.70% of gross direct premium income (GDPI) during FY 2017-18 (1.57%* of the GDPI for all non-life insurance companies from Kerala State) and Rs. 19.24 crs during Q1 FY 2018-19 which comprises 0.51% of gross direct premium income (GDPI).

As of now, number of claims received are limited considering that the flood waters are yet to recede in the State of Kerala. The company has put in place a well-defined retention limit for each product segment which defines its maximum "per risk" and "per event" exposure to protect our balance sheet and reduce volatility of our earnings.

Below are some of the initiatives that the company is undertaking to support its customers that are affected by floods:

1. Communication – Precautionary & customer support

- The company has sent direct communication through SMS and posted social media communication for the benefit of its customers, suggesting precautions to take in the current situation as well steps being taken by the insurer for speedy settlement of claims.
- The company is proactively making outbound calls to its customers, to check on their safety and provide them with support on claims that they wish to intimate.

2. Specialized Customer Service

- A hotline facility has been created at the company's centralized call center (1800 2666) to prioritize customer calls from Kerala. Customers who connect on this hotline are being addressed immediately by a special team of customer service executives who are sensitized in handling queries given the crisis in Kerala.
- For its motor customers, the company is also directly coordinating with Motor insurance service providers to reach out to customers, to ensure quick and smooth claims processing.
- For customers making property claims, the company has mobilized survey firms to assess the damage as soon as water level start receding. Further, a dedicated Claims team is being deployed at locations / sites for facilitating interim payment / spot settlements.

IRDA Reg. No. 115 **CIN: L67200MH2000PLC129408**

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Alternate No.: +919223622666 (chargeable)
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Website: www.icicilombard.com

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As a responsible corporate citizen, ICICI Lombard reiterates its commitment towards its customers and the community at large. The initiatives are expected to yield positive results and the company hopes to support the flood-ravaged State in bringing back the situation to normalcy.

* Source – Pubic disclosures

About ICICI Lombard General Insurance Company Ltd.

We were the largest private-sector non-life insurer in India based on gross direct premium income in fiscal 2018 (Source: IRDAI), a position we have maintained since fiscal 2004 after being one of the first few private-sector companies to commence operations in the sector in fiscal 2002. 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