



Ref. No.: MUM/SEC/295-03/2022

March 24, 2022

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

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

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

Dear Sir/Madam,

Disclosure under Regulation 30 read with Schedule III and Regulation 46(2) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015

Please find enclosed the schedule of analyst(s) / institutional investor(s) participated in the virtual event held by the Company on March 24, 2022 to showcase its Digital Initiatives, where senior management/ management personnel of the Company attended over an interactive virtual platform.

The presentation made during the event is attached herewith. Audio-visual & recording will be available in due course on www.icicilombard.com.

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: 2022.03.24
19:37:24 +05'30'
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

Details of investor(s) / analyst(s) participated in the virtual event held on March 24, 2022

SrNo	List of Participants
1	Aiera Inc.
2	Alder Capital
3	Ambit Investment Advisors
4	Anived Portfolio Managers Private Limited
5	Argonaut Private Equity
6	Asha Impact
7	ASK Investment managers Limited
8	Axis Capital Limited
9	B&K Securities
10	Bank of America
11	Banyan Tree Advisors Private Limited
12	Bay Capital
13	Buena Vista Fund Management (HK) Limited
14	Carnelian Asset Management
15	CCS India
16	Citigroup
17	CLSA
18	Comgest Singapore Pte Ltd
19	Compound Everyday Capital
20	Crisil Global Research & Analytics
21	CWC Financial Advisors LLC
22	Edelweiss Securities
23	Edelweiss Wealth Management
24	Elara Securities
25	Enam AMC
26	Enam Holdings Private Limited
27	Evalueserve
28	Finvest Advisor
29	Goldman Sachs Asset Management
30	Haitong Securities
31	HCL
32	HDFC Bank
33	HDFC ERGO General Insurance Company Limited
34	HDFC Securities
35	Hornbill Capital
36	HSBC Asset Management
37	ICICI Bank Limited
38	ICICI Prudential Asset Management Company Limited
39	ICICI Securities Limited
40	IIFL Institutional Equities

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

41	IIFL Securities Limited
42	Investec India
43	JP Morgan
44	Janchor Partners
45	Jeetay Investments Private Limited
46	Jefferies India
47	JM Financial Institutional Securities
48	K M Visaria Family Trust
49	Karat Capital Advisors
50	Kotak Life Insurance
51	Kotak Mahindra Asset Management Company
52	Kotak Securities Limited
53	Mandawewala Family Office
54	Marcellus Investment Managers
55	Mirabilis Investment
56	Mirae Asset Investment Managers
57	Morgan Stanley
58	Phillip Capital
59	Piramal Enterprises Limited
60	ProInvest Nimiti Investment Advisors LLP
61	Refinitiv
62	Renaissance Investment Managers
63	S&P Global Market Intelligence
64	SIMPL
65	Spark Capital
66	Steinberg India Advisors
67	Tamohara Investment Managers
68	Tata Mutual Fund
69	The Investment Trust of India
70	UBS India
71	Validus Wealth
72	White Oak Capital
73	Yes Securities

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

Digital Day

March 24, 2022

Our digital ecosystem spreads across all stakeholders



Customers

Journey simplification
Seamless servicing
Digital engagement
Value added services



Partners

Seamless integration
Digital POS
Automated underwriting
New-age partnerships



Employees

Hybrid working
Paperless processes
BOTs & digital learning
Culture of innovation

And is supported by a flexible and robust operating model

Cloud

Improved agility, increased reliability and continuous availability

Progressive modernization of infrastructure

Continuous innovation

Data and AI/ML

Data availability, organization and enrichment

Leveraging AI/ML

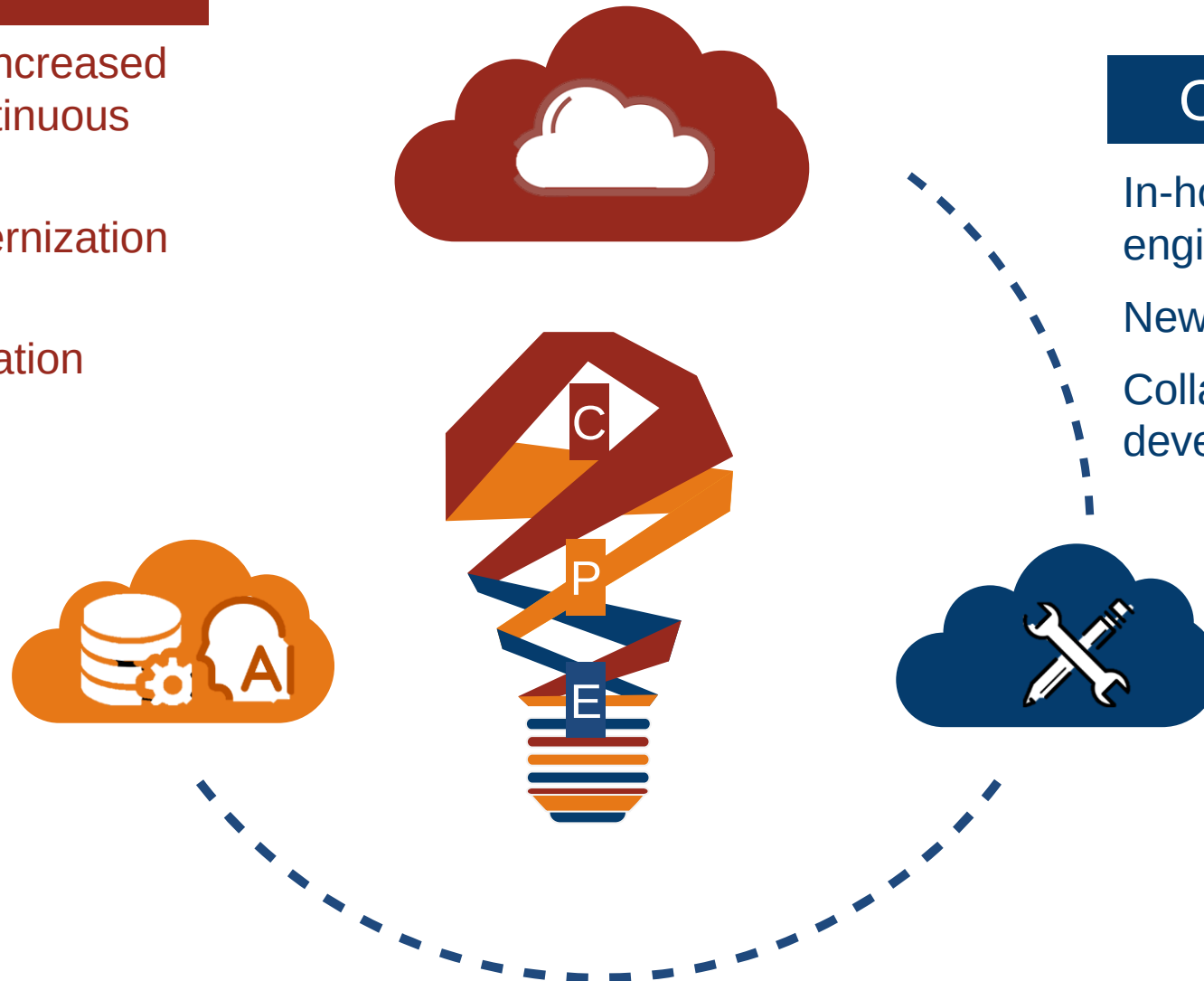
Culture of experimentation

Operating model

In-housing delivery, engineering and operations

New skillsets / upskilling

Collaborative approach to development



Our digital ecosystem spreads across all stakeholders



Customers

Journey simplification
Seamless servicing
Digital engagement
Value added services



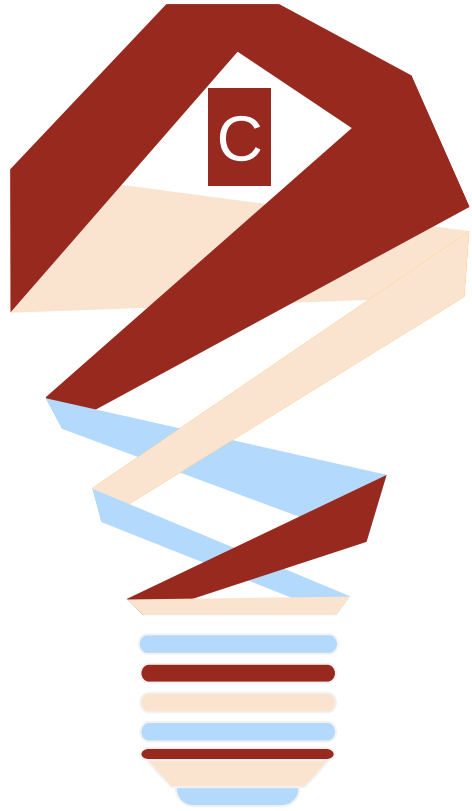
Partners

Seamless integration
Digital POS
Automated underwriting
New-age partnerships



Employees

Hybrid working
Paperless processes
BOTs & digital learning
Culture of innovation



Purchase / Renewal

Seamless purchase journey
SME Digital platform
Monetizing engagements in ILTakeCare app

Servicing

Self-service and DIY modules enablement
Instaspect for motor
Instant cashless authorization for health
Accelerated processing for low value commercial claims

Engagement & VAS

ILTakeCare app as a continuum of care platform
Risk management for commercial businesses

Making the retail customer journey frictionless



- Data enrichment through 3rd party integration for a frictionless journey
- Revamped purchase journeys basis data + behavioral insights
- Video based purchase journey in health leading to 3x higher conversion
- CRM driven personalized campaigns across 90+ microsegments
- AI/ML driven acquisition and lead prioritization* strategy

Example: Health purchase journey redesign

[Motor Insurance](#) ▾[Health Insurance](#) ▾[Travel Insurance](#) ▾[Other Insurance](#) ▾[Renewals](#) ▾[Claims](#) ▾[Login](#) >

Zero hassle. 100% trust.

No medical checkup required* | Instant Policy | All plans cover COVID-19 | 6500+ Healthcare providers** | 60 mins^ TAT for cashless hospitalisation

All Inclusive Health Insurance

Cashless health care for mild sickness to hospitalisation



Complete Health Insurance

A to z of hospitalisation expenses covered



Health Booster

Increase your existing cover value



Personal Protect

Accident protection



Mobile number*

9988774455

Email*

mohan.mangal@gmail.com

Your name

Mohan Mangal

[Get quote](#)

Make smart health choices with Befit Cover IL Advantage



Access great healthcare from the comfort of your home



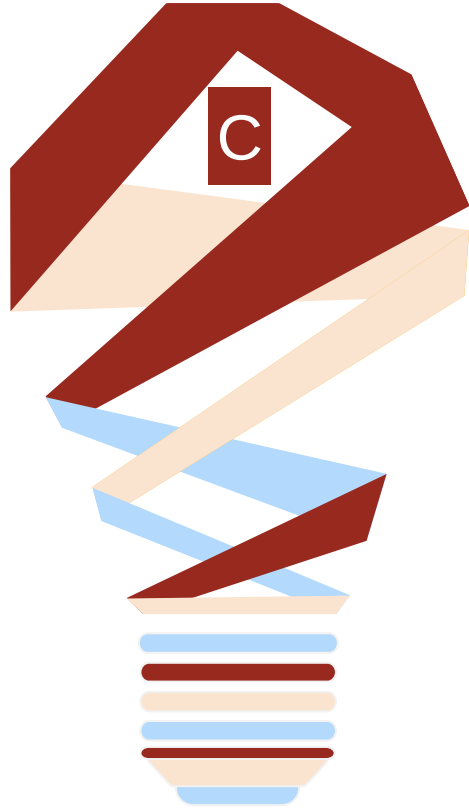
Comprehensive cashless policy for you and your family's day-to-day health needs

[Buy now >](#)

I agree to the terms and conditions

[View benefit illustration](#)

► Customers start the journey by choosing a health product category and sharing basic details.



Currently selling the following products:
Employee benefits, Marine, Property, Liability and Engineering

Instant policy / quote / lead generation with 100% paperless buying journey with assistance available through call centre

Pick a plan that's best for you

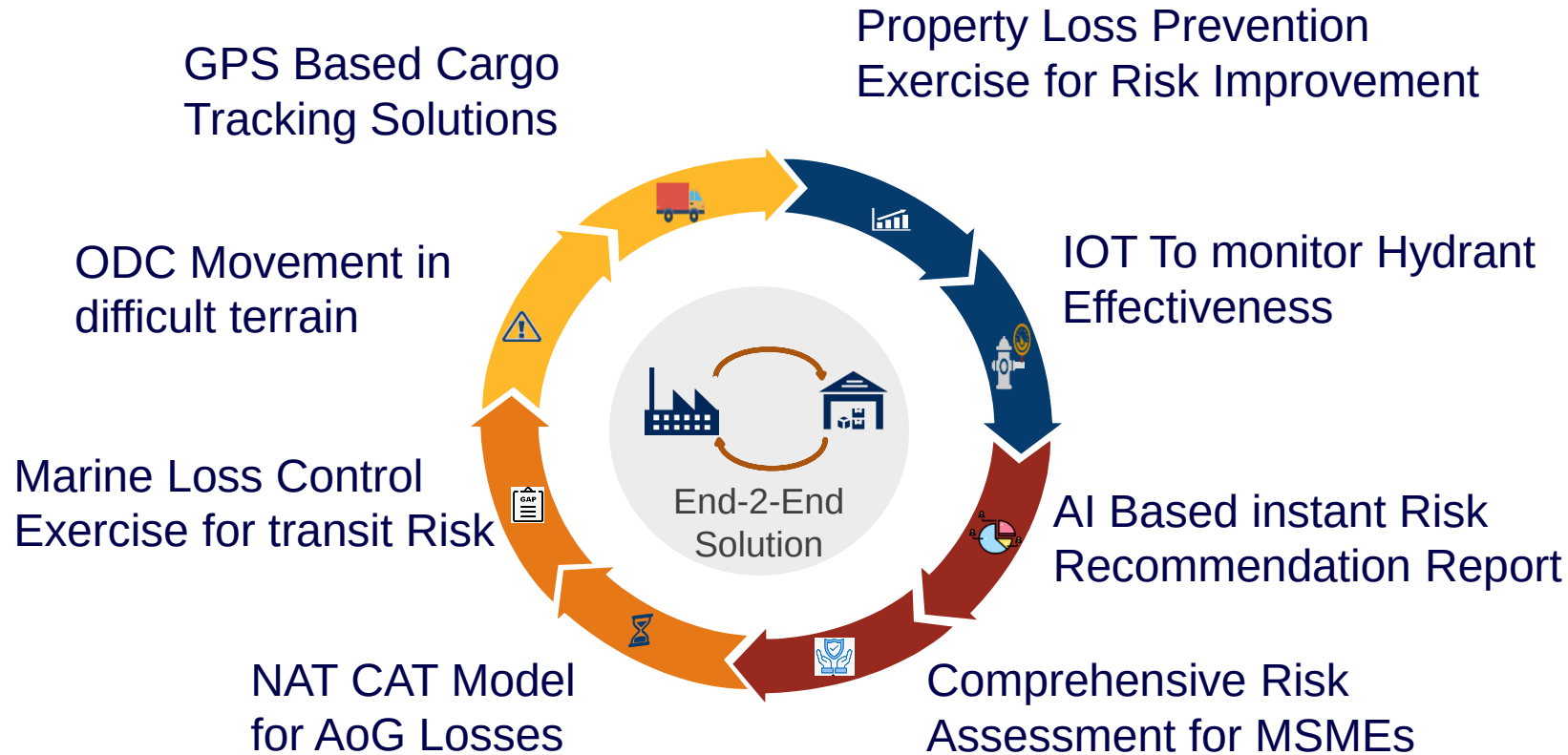
Marine Transit Insurance (Inland) Edit	Plan A ₹885	Plan B ₹590
Commodity Type Garments, Apparel, Fabrics Or Textiles	Fire or Explosion	Fire or Explosion
Cargo Sum Insured ₹ 1,00,000	Loss/damage to goods due to overturning or derailment of vehicle	Loss/damage to goods due to overturning or derailment of vehicle
Company Name Zoya Fabrics Pvt Ltd	Collision between 2 Vehicles	Collision between 2 Vehicles
Mobile Number	Earthquake, Volcanic Eruption or Lightening during transit	Earthquake, Volcanic Eruption or Lightening during transit
Email	River or Lake Water entering cargo	River or Lake Water entering cargo
Our policy includes all modes of cargo transport, i.e. air, water, rail, road & courier from origin to destination, within India.	Damage/Loss to goods during loading & unloading	Damage/Loss to goods during loading & unloading
Policy Terms & Conditions	Damage/Loss to goods during handling of goods in transit	Damage/Loss to goods during handling of goods in transit
	Theft or Malicious damage	Theft or Malicious damage
	Shortage or non delivery of goods	Shortage or non delivery of goods
	Hijack of goods	Hijack of goods
	BUY NOW	BUY NOW

Adopting digital solutions at the time of servicing



- 60% of claim intimations at call center managed through NLP driven chatbots
- Voice BOT launched for handling claim queries at call center
- 66% of group health cashless authorizations are driven through AI
- Accelerated processing launched for low value commercial lines claims
- 85% straight-through processing of break-in from self-inspection app using AI

Holistic risk management solutions for commercial lines



Impact

3100+
Corporates
served

800+
ODCs
Managed

1800+
Recommendations
implemented

300,000+
Trips Tracked

ILTakeCare is the core of our engagement strategy



Reactive to Proactive

- Know Your Health Vitals using **Face Scan**
- CalScan
- Diet & Exercise Tracker



Reactive to Proactive

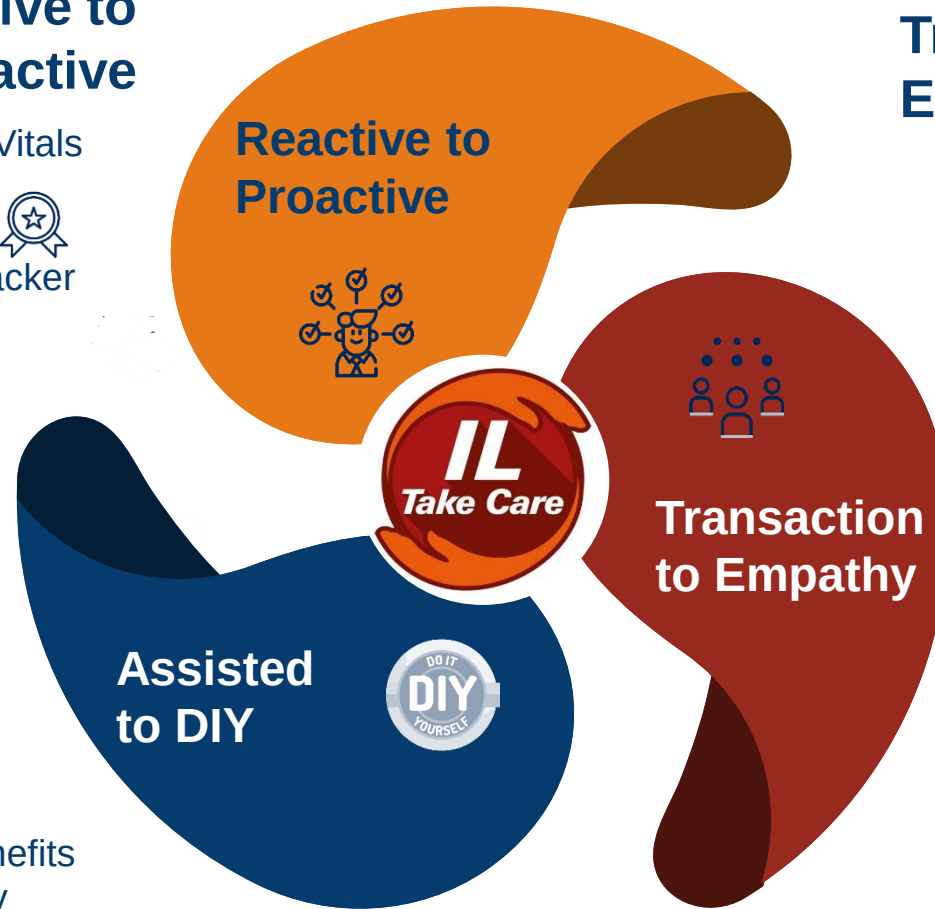


Transaction to Empathy



- Tele / Video Consultation
- Chat with Expert
- Dynamic Health Risk Assessment

Transaction to Empathy



Assisted to DIY



Assisted To DIY



- Out-patient benefits
- Claims Journey
- Policy Purchase & Renewal

12,60,000+
Downloads

23,50,000+
Logins

13,00,000+
Registrations

8,90,000+
Policy additions

11 %
DAU : MAU
ratio

65,000+
Tele-consults

44,000+
HRAs

DAU : Daily Average Users
MAU : Monthly Average Users
HRA : Health Risk Assessment



Falck

Dr.Reddy's



WATCH YOUR
HEALTH

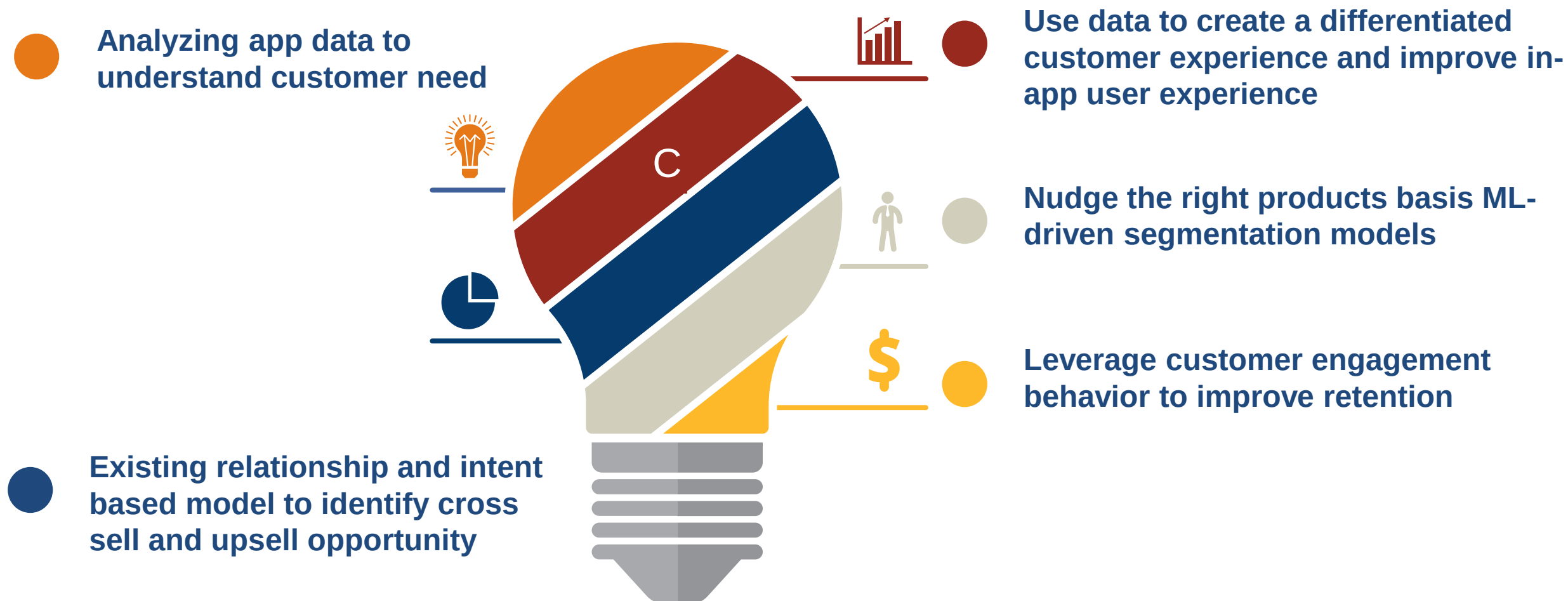
MedPay

Apollo
PHARMACY

Your DOST

ICICI Lombard
Nibhaye Vaade

Monetizing engagements on ILTakeCare



Our digital ecosystem spreads across all stakeholders



Customers

Journey simplification
Seamless servicing
Digital engagement
Value added services



Partners

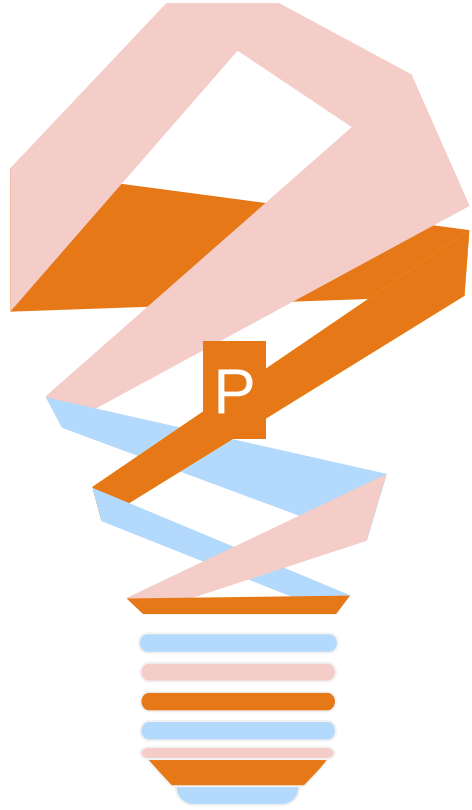
Seamless integration
Digital POS
Automated underwriting
New-age partnerships



Employees

Hybrid working
Paperless processes
BOTs & digital learning
Culture of innovation

Digitally enabling the partner ecosystem



OEM / Agency

Seamless integration with OEMs for sourcing and servicing

Ninja CRM for renewals and engagement

Nysa – New-age agency platform

Key Relationships

Embedding into customer digital journey of Banca partners

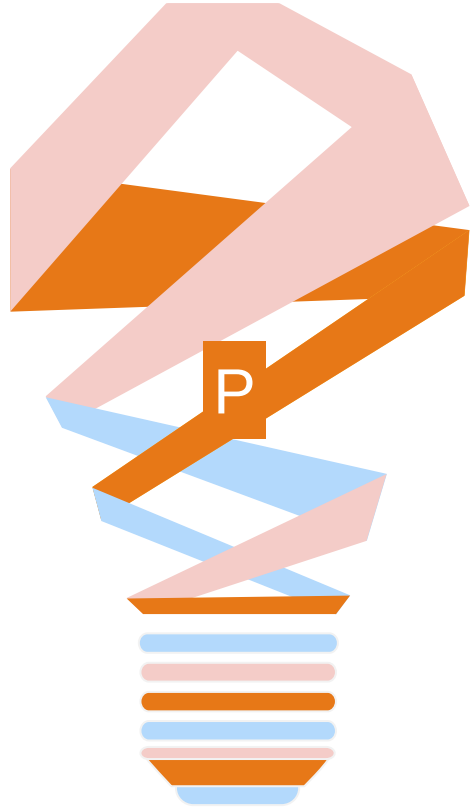
Leveraging data driven models for insurance cross-sell

Digital-first partners

Enabling new-age digital alliance partners

Leveraging the startup ecosystem to co-create solutions

Agents are leveraging our cloud-native platform



Reduced quote time by 50% driven by enriched data information

Endorsement module currently live

Claims module for self-service in progress

2.4 mn* motor policies generated through the digital agency platform in FY2022

Home > Motor > Two Wheeler > New

Engli: [dropdown] [gear icon]

Nysa - Quick Quote | Nysa Policies | My Breakin

Pending Payment

Nysa - Quick Quote [minus icon]

City where vehicle is registered (RTO)* ⓘ
THANE, Maharashtra

Manufacturer - Model* ⓘ
HYUNDAI - I10 ERA (1086 CC)

Registration Number*
NEW

CPA Tenure*
☒ 1 year ☐ 5 Years

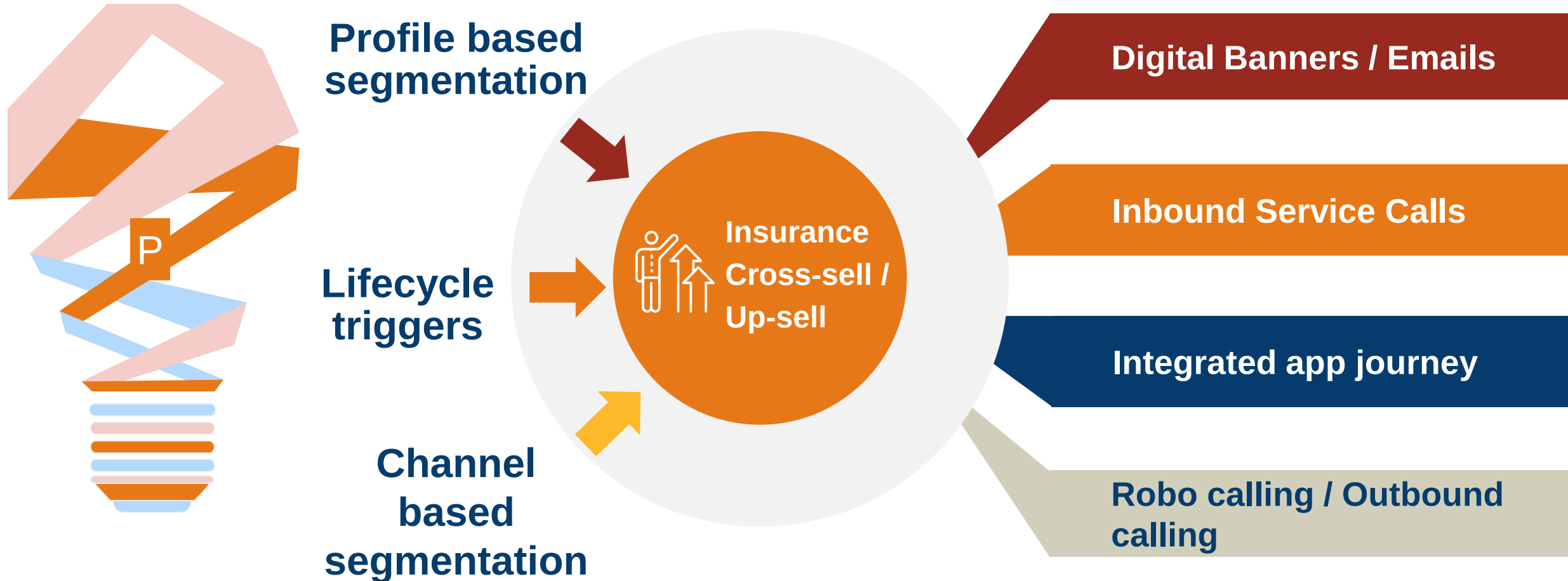
Current Registration Type*
☒ Individual ☐ Corporate

First Registration Date*
21/11/2020 [calendar icon]

Policy Start Date*
21/11/2020 [calendar icon]

Customer State*
Select State [dropdown arrow]

Digital enablement of Bancassurance partners



New-age digital distribution partnerships



Increased penetration in the Fintech space,
primarily led by lending institutions

Fintech wallet share as a proportion of IL
Banca business has seen a 4x increase in the
last 2 years

Distribution partners

Tapping into the startup ecosystem



Impact 105 startups evaluated in last 15 months; 15 pilots in progress; 5 implementations live

Our digital ecosystem spreads across all stakeholders



Customers

Journey simplification
Seamless servicing
Digital engagement
Value added services



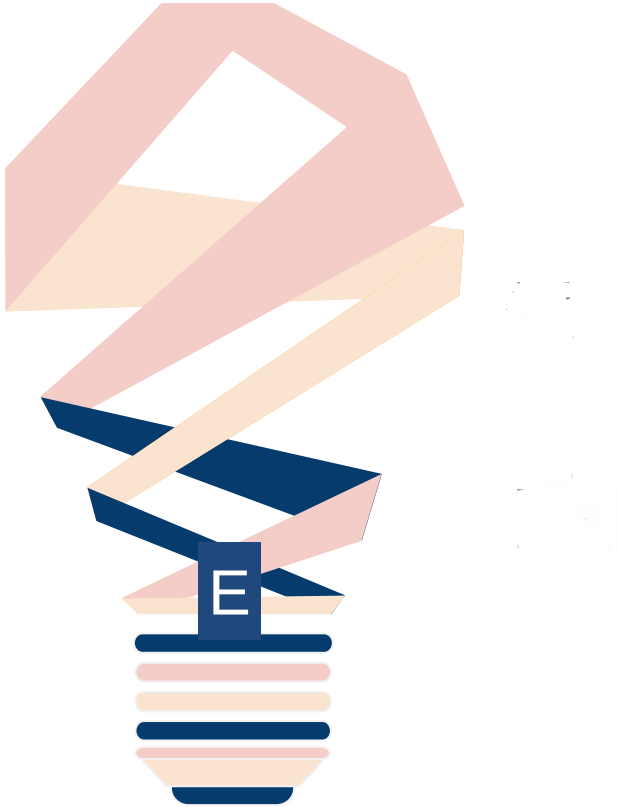
Partners

Seamless integration
Digital POS
Automated underwriting
New-age partnerships



Employees

Hybrid working
Paperless processes
BOTs & digital learning
Culture of innovation



Digital processes

Cloud-based sales CRM
to increase productivity

Paperless approvals

Employee centric app

Digital signatures

AI/ML solutions

NLP driven ReachME
BOT to answer queries

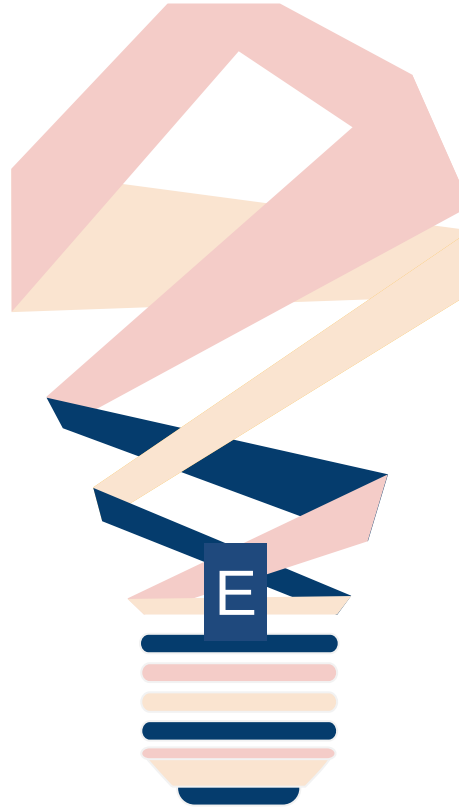
AI/ML driven digital
learning platform

ML driven employee
retention model



Cloud-based CRM

Sales force productivity improvement



Paperless approvals

Web based approval systems for every process



E-Signing solution

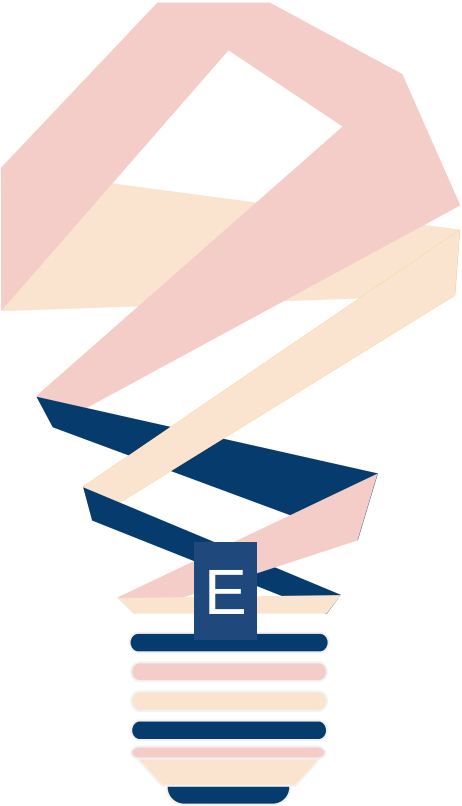
Digital signing driven by Aadhar based OTP authentication



Employee app

One stop access to employee services

AI/ML solutions for HR processes



Our digital ecosystem spreads across all stakeholders



Customers

Journey simplification
Seamless servicing
Digital engagement
Value added services



Partners

Seamless integration
Digital POS
Automated underwriting
New-age partnerships

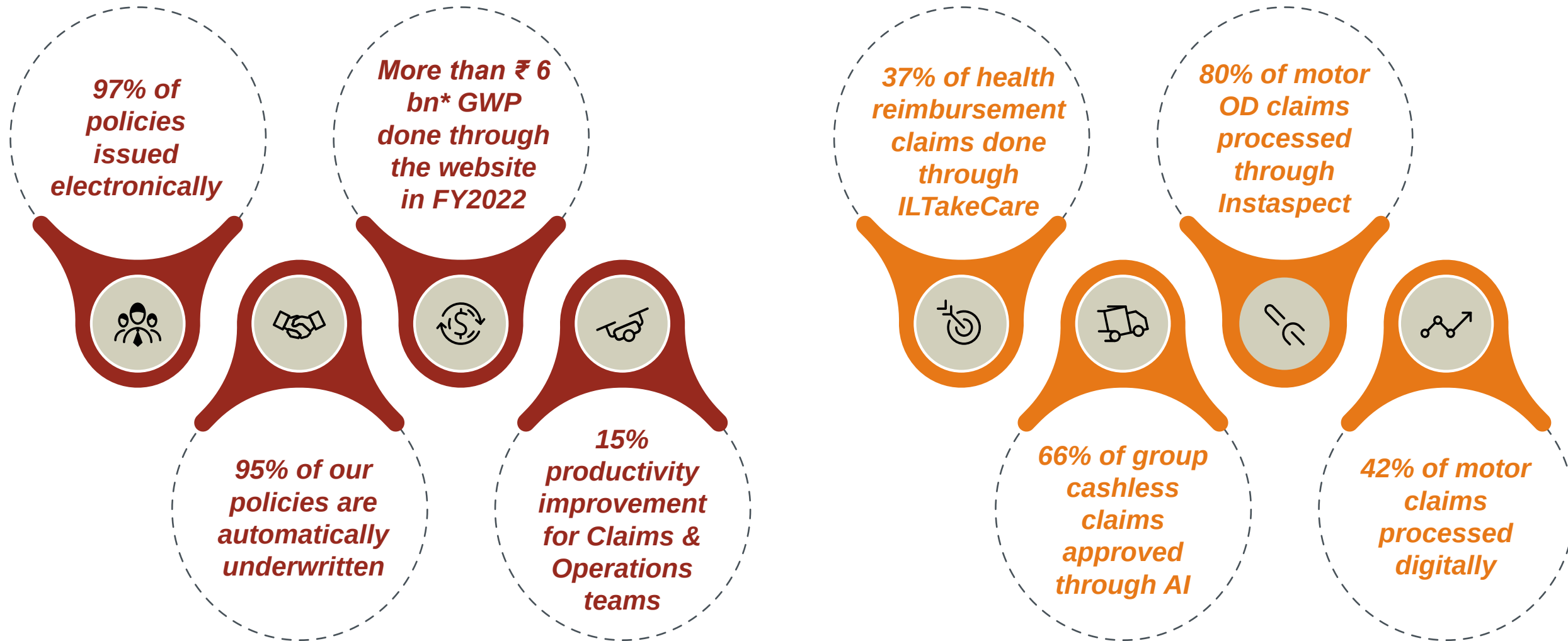


Employees

Hybrid working
Paperless processes
BOTs & digital learning
Culture of innovation

Impact is improvement in productivity across the enterprise ...

... also leading to improved customer convenience



Thank you

Safe harbor

Except for the historical information contained herein, statements in this release which contain words or phrases such as 'will' , 'would' , 'indicating' , 'expected to' etc., and similar expressions or variations of such expressions may constitute 'forward-looking statements'. These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results to differ materially from those suggested by the forward-looking statements. These risks and uncertainties include, but are not limited to our ability to successfully implement our strategy, our growth and expansion in business, the impact of any acquisitions, technological implementation and changes, the actual growth in demand for insurance products and services, investment income, cash flow projections, our exposure to market risks, policies and actions of regulatory authorities; impact of competition; the impact of changes in capital, solvency or accounting standards, tax and other legislations and regulations in the jurisdictions as well as other risks detailed in the reports filed by ICICI Bank Limited, our Promoter company with the United States Securities and Exchange Commission. ICICI Bank and we undertake no obligation to update forward-looking statements to reflect events or circumstances after the date there