



— GENERAL INSURANCE —

Ref. No.: MUM/SEC/09-01/2018

January 24, 2018

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 launches solution to transform OPD health Insurance
'IL TakeCare' app powered by Practo's Trinity technology”**

We enclosed 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
Company Secretary

Encl.: As above

ICICI Lombard General Insurance Company Limited

AA

1170857 /18

IRDA Reg. No. 115

CIN: L67200MH2000PLC129408

Mailing Address:

Registered Office:

Toll free No. : 1800 2666

401 & 402, 4th Floor, Interface 11, ICICI Lombard House, 414, Veer Savarkar Marg,
New Linking Road, Malad (West), Near Siddhi Vinayak Temple, Prabhadevi

Alternate No.: +919223622666 (chargeable)

Press Release

ICICI Lombard launches solution to transform OPD health Insurance

'IL TakeCare' app powered by Practo's Trinity technology

Highlights of 'IL TakeCare' solution

- Book appointment on real-time basis to consult a doctor
- Auto claim filing and real-time approval of outpatient claims
- Conduct prescribed tests at your nearest network diagnostics centre or avail of home sample pick-up
- Buy discounted medicines at a store or get them delivered at home

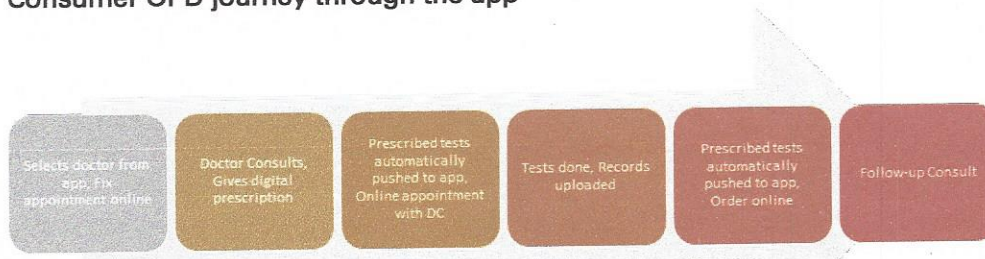
New Delhi, January 24, 2018: ICICI Lombard General Insurance, one of the leading general insurance companies in the country has launched a health insurance app — 'IL TakeCare' in collaboration with Practo, the leading healthcare platform. This one-of-its-kind solution covers Outpatient (OPD) expenses of all its customers.

The app meets key customer requirements with respect to their primary healthcare needs. This includes hassle-free, real-time claim authentication of expenses such as doctor consultation, medical tests, pharmacy spends etc. It also empowers the user to access a cashless network comprising of specialized doctors. The app thus addresses a key problem of customers wherein they were hitherto required to pay for OPD expenses from their own pocket.

The 'IL TakeCare' application works in sync with Practo's 'Trinity' technology to allow customers to make cashless visits with doctors including those who operate stand-alone clinics.

The IL TakeCare app also allows users to book a network diagnostics centre for medical tests and receive the results on the app, which automatically becomes an online repository of medical records. They can also buy medicines at discounted rates and pick them from a medical store or get delivery at their home.

Consumer OPD journey through the app



The app facilitates real-time view of personal health records (PHRs) as well as benefits, billings and transactions for service providers. It comes with a one-time password (OTP) for all transactions via mobile or email and provides multiple access points for family members. The solution will be made available to customers with due consent of the regulator.

Trinity technology of Practo

Practo's new Trinity technology will help patients get a paperless and cashless experience for everyday healthcare needs such as doctor visits, medicine purchase, online consultations as well as diagnostic tests. With Trinity's integration into IL TakeCare, customers can visit ICICI Lombard empaneled clinics on Practo's provider network by booking appointments through the app or just walking into a clinic. The system will recognize them automatically and verify the transaction to improve transparency.

Trinity enables seamless transfer of structured digital prescriptions from the doctors to help ICICI Lombard identify prescribed tests, treatments and medicines which facilitates real-time adjudication of claims and would ensure periodic settlement for doctors. With Trinity, doctors and clinics across the country can now accept ICICI Lombard Insurance via Practo's software platform.

ICICI Lombard General Insurance, MD & CEO, **Bhargav Dasgupta** said, "At ICICI Lombard, we are focused on introducing innovative solutions that make life easy for our customers. Our 'IL TakeCare' app is a step forward in this direction and caters to a large and currently neglected aspect of healthcare - outpatient expenses towards consultation, diagnostics and medicines. With this unique solution, we are addressing a critical need of customers to avail affordable outpatient facilities and treatment. We are happy to partner with Practo to introduce a solution, that will allow our customers to get a cashless experience for doctor consultations at clinics."

Practo Founder and CEO, **Shashank ND** said, "Practo has been working towards simplifying the healthcare experience for consumers. Today we are launching our Trinity technology to help patients get a paperless and cashless consultation experience at neighborhood clinics. It will also help the doctor community provide a better, more seamless experience to their patients. Trinity is an important step in our efforts to build a connected healthcare platform. We are delighted to partner with ICICI Lombard to bring Trinity technology to their customers."

A growing healthcare market, increased penetration and new models of service delivery are driving the Indian health insurance industry, which is poised to reach Rs 500 billion by 2021 at a CAGR of 20 per cent. Having said this, lack of outpatient coverage is a major inhibiting factor for growth, with two-third of medical expenses classified as out of pocket. As per estimates, standalone outpatient care in terms of size would be 6 times of the current health insurance market. Drugs, diagnostics, consultations and tests primarily constitute out-of-pocket-expenses. In India, outpatient expenses are met through personal income and savings, raising the issue of ability of OPD patients to pay for various medical services. In fact, as per experts, about 3.5 per cent of population is below the poverty line because of out-of-pocket expenses, which can decline to 0.5 per cent if out-of-pocket payments on outpatient care are excluded.



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 2017, 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

About Practo:

Practo is the leading healthcare platform connecting millions of patients with hundreds of thousands of healthcare providers around the world. Practo provides a single platform to help consumers with all their healthcare needs – from finding the right healthcare provider to online doctor consultation, diagnostic tests, managing health records and even ordering medicines. Practo also makes software products that help healthcare providers become more efficient and provide higher quality healthcare to millions of patients around the world. Practo is dedicated to focus healthcare around the consumer and helping humanity live healthier longer.

ICICI Lombard GIC Ltd. Seema Jadhav seema.jadhav@icicilombard.com Tel: +91 70459 26209	Adfactors PR Sailee Nayak sailee.nayak@adfactorspr.com Tel: + 91 9930167115
---	---

