

## ICICI Lombard Extends Support to Those Affected by the Rail Accident in Odisha

**Mumbai, June 07, 2023:** In the wake of the devastating triple-train crash near the Bahanaga Baazar station in Balasore district, Odisha, ICICI Lombard, stands in solidarity with the victims of this tragic incident.

As a leading private general insurance company, we at ICICI Lombard would like to extend our support and assistance to those impacted by the rail accident. Our dedicated team is working tirelessly to ease the claim settlement process and ensure timely financial relief to the policyholders and their families who have been affected by this unfortunate event.

To expedite the claims settlement process at the time of duress, ICICI Lombard has implemented measures to simplify the documentation required. We understand the need for timely and efficient handling of insurance claims, and hence, we will proactively check the passenger list, take feedback from railways, and settle the claim as soon as possible without asking for some of the corroborating documents that are normally collected in case of regular claim settlement.

Additionally, a special help desk has been set up to address queries related to claims and provide necessary assistance to claimants. Our team is available 24\*7 to guide and facilitate a seamless claims settlement process during this difficult time.

To reach out to ICICI Lombard for support and guidance, please use the following channels:

- Toll-Free Contact Number: 18002666 (Hot flash activated on IVR)
- Email: [customersupport@icicilombard.com](mailto:customersupport@icicilombard.com)

ICICI Lombard is fully committed to extending a helping hand to the victims and their families, providing them with the utmost care, compassion, and financial assistance they need to navigate this challenging period.

### About ICICI Lombard General Insurance Company Ltd.

ICICI Lombard is the leading private general insurance company in the country. The Company offers a comprehensive and well-diversified range of products through multiple distribution channels, including motor, health, crop, fire, personal accident, marine, engineering, and liability insurance. With a legacy of over 21 years, ICICI Lombard is committed to customer centricity with its brand philosophy of 'Nibhaaye Vaade'. The company has issued over 32.7 million policies, settled 3.6 million claims and has a Gross Written Premium (GWP) of ₹217.72 billion for the year ended March 31, 2023. ICICI Lombard has 305 branches and 12,865 employees, as on March 31, 2023.

ICICI Lombard has been a pioneer in the industry and is the first large scale insurance company in India to migrate its entire core systems to cloud. With a strong focus on being digital led and agile, it has launched a plethora of tech-driven innovations, including the industry first Face Scan on its signature insurance and wellness App - IL TakeCare, with over 4.6 million downloads. The company has won several laurels including ET Corporate Excellence Awards, Golden Peacock



Awards, FICCI Insurance Awards, National CSR awards etc. for its various initiatives. For more details log on to [www.icicilombard.com](http://www.icicilombard.com)

**For details, contact:**

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