

## Press Release

### ICICI Lombard Mobilizes Task Force for Chennai's Flood Relief Efforts

- ***Comprehensive Relief Measures by ICICI Lombard in Flood-Stricken Chennai***

**Chennai, December 14, 2023:** ICICI Lombard General Insurance, a leading player in the insurance sector, has announced a comprehensive set of initiatives to assist the citizens of Chennai in the wake of the devastating impacts of Cyclone Michaung. Understanding the urgent need for support during this critical time, ICICI Lombard is committed to standing strong with the people of Chennai.

During this challenging period, ICICI Lombard reiterates its unwavering dedication to the well-being of its customers and the broader community. We urge residents in the affected areas to prioritize their safety by staying informed through local authorities and emergency services, securing their property and essential documents, and ensuring they have vital supplies readily available to meet their immediate needs.

- **Proactive Measures for Swift Assistance:** In response to the emergency, ICICI Lombard has deployed a specialized team in Chennai dedicated to ensuring streamlined and swift claim processing. About 70% of vehicles have been surveyed for damages to date, thanks to the arrangement of door-step surveys. This measure is aimed at providing immediate relief to those affected by the cyclone and its aftermath.
- **Personalized Support through Private Cashless Garages:** To further alleviate the inconvenience faced by our customers, ICICI Lombard has significantly increased its network, adding over 250+ cashless garages across Chennai. Each garage is equipped with a dedicated representative to offer personalized assistance and support. This network includes specialized garages for private cars, two-wheelers, and commercial vehicles. The insurer has also doubled its staff in private garages to ensure that every customer receives comprehensive and prompt assistance. Additionally, coordination with OEMs has been enhanced to expedite repair processes. This effort extends beyond affected locations to adjoining areas, ensuring widespread support. The team is also actively checking parts availability to streamline repair work.
- **Kiosks in Housing Societies:** Recognizing the widespread impact of the cyclone, ICICI Lombard has also established 5 kiosks in areas most affected by the floods. These kiosks, set up within various housing societies, serve as critical points of assistance, providing residents with easy access to support and claim processing services.
- **Reduction in Turnaround Time (TAT):** With the mobilization of the claims team on the ground in areas where water has receded, ICICI Lombard is poised to significantly reduce the turnaround time for claim settlements, initiating door-step assistance for an accelerated process.

- **Facilitating Cashless Claims:** In an effort to expedite the recovery process, ICICI Lombard is facilitating cashless claims for those impacted. This initiative ensures priority approvals, minimizing waiting times and enabling faster access to necessary funds.

**Mr. Gaurav Arora – Chief – UW, Claims, Property & Casualty ICICI Lombard** said, “At ICICI Lombard, our commitment to our customers is unwavering, especially in times of need. In response to the current crisis, we have taken a proactive approach, reaching out to our customers to offer immediate claims assistance and support. We are not just waiting for our customers to come to us; we are actively going to them, ensuring they receive the help they need without delay. Our commitment transcends the usual realm of claims processing. In these moments of adversity, we are firmly united with our customers, offering them not just claims assistance, but a steadfast support system. Our foremost goal is to alleviate their burden and ensure that every customer feels cared for and supported at every step of their journey towards recovery.”

At ICICI Lombard, we understand that the road to recovery post such natural disasters is challenging. Our dedicated teams are working round the clock to support the residents of Chennai in these trying times. We believe in not just compensating losses but being a partner in recovery.

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

- **Toll-Free Contact Number:** 18002666
- **Email:** [customersupport@icicilombard.com](mailto:customersupport@icicilombard.com)

As always, our commitment to serving our customers remains our top priority. We stand ready to support you and assist with any insurance requirements you may have.

### **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 ~6.9 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)

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