Frequently Asked Question:

1. **How do I open my policy document?**
Click on the document / attachment and it will open the file in PDF format.
To open this file, you need Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, please visit the following link to download it:
www.adobe.com/products/acrobat/readstep2.html

2. **I am unable to open my policy document.**
The policy document is protected by a password. Please refer to the table below for Authentication guidelines.

Authentication criteria:

Sr. No.	Product	Authentication Criteria
1.	Health	Combination of first four characters of primary policy holder's name and date of birth Syntax: First four characters of name + DDMM Example 1: For **Santosh Shetty** with date of birth **7th Feb 1982**, the password will be **sant0702** or **SANT0702** Incorrect: Sant0702 (Combinations of UPPERCASE and lowercase letters should NOT be used) Incorrect: sant07/02 (Special characters should NOT be used) Incorrect: sant72 (Date format should be DDMM – two digits for day and two digits for month) Correct: sant0702 Correct: SANT0702 Example 2: For **K. Abhishek** with date of birth **9th Oct 2001**, the password will be **kabh0910** or **KABH0910** Incorrect: abhi0910 (The first 4 characters of the name should be used) Incorrect: k.abh0910 (Special characters should NOT be used) Incorrect: KAbh0910 (Upper case letters should NOT be used) Correct: kabh0910 Correct: KABH0910
2	Motor	The password is of four digits. Please enter any of the following details as a password to view your policy document a. Last four digits of Vehicle Registration number, OR b. Last four digits of Chassis number For instance, If the Vehicle Registration number is **MH43A1234** then the password would be **1234.** Or If the Chassis number is **ABCDAABB1CC10045** then the password would be **0045**. In case the unique registration number allotted to your vehicle is fewer than four digits, please enter the number as it is Example 1 : If your vehicle number is **MH43A111**, then your password would be 111. Example 2 : If your vehicle number is **MH43A01**, then your password would be 01. Example 3 : If your vehicle number is **MH43A1**, then your password would be 1. Example 4 : If the Chassis number is **ABCDAABB1CC10045** then the password would be 0045.

3. Is the password case sensitive?

The password is case sensitive, all characters in the password should be entered either in UPPERCASE or in lowercase.

4. How often do I have to re-authenticate?

This has to be done every time you try to open the attachment / document.

5. Do I need to authenticate myself every time I open the document?

Yes

6. How many incorrect password attempts are allowed before I am locked out?

There is no limit on incorrect password attempts.

7. Can I remove / change the password?

This advanced security feature has been added to protect the file from unauthorized access. This cannot be removed or changed.

8. My authentication details are not correct. How do I change my authentication details?

The policy document is protected by a password. Please refer to the table below for Authentication guidelines.

Authentication criteria:

Sr. No.	Product	Authentication Criteria
1.	Health	Combination of first four characters of primary policy holder's name and date of birth
		Syntax: First four characters of name + DDMM
		Example 1: For **Santosh Shetty** with date of birth **7th Feb 1982**, the password will be **sant0702** or **SANT0702**
		Incorrect: Sant0702 (Combinations of UPPERCASE and lowercase letters should NOT be used)
		Incorrect: sant07/02 (Special characters should NOT be used)
		Incorrect: sant72 (Date format should be DDMM – two digits for day and two digits for month)
		Correct: sant0702
		Correct: SANT0702
		Example 2: For **K. Abhishek** with date of birth **9th Oct 2001**, the password will be **kabh0910** or **KABH0910**
		Incorrect: abhi0910 (The first 4 characters of the name should be used)
		Incorrect: k.abh0910 (Special characters should NOT be used)
		Incorrect: KAbh0910 (Upper case letters should NOT be used)
		Correct: kabh0910
		Correct: KABH0910
2	Motor	The password is of four digits. Please enter any of the following details as a password to view your policy document
		c. Last four digits of Vehicle Registration number, OR
		d. Last four digits of Chassis number
		For instance,
		If the Vehicle Registration number is **MH43A1234** then the password would be **1234.**
		Or
		If the Chassis number is **ABCDAABB1CC10045** then the password would be **0045**.

		In case the unique registration number allotted to your vehicle is fewer than four digits, please enter the number as it is
		Example 1 : If your vehicle number is **MH43A111**, then your password would be **111**.
		Example 2 : If your vehicle number is **MH43A01**, then your password would be **01**.
		Example 3 : If your vehicle number is **MH43A1**, then your password would be **1**.
		Example 4 : If the Chassis number is **ABCDAABB1CC10045** then the password would be **0045**.

If you have problems in accessing the file even after entering the correct password, you may call us on our toll free number 1800 2666 or email us at customersupport@icicilombard.com

Complaint handling

1. **I am experiencing issues with authentication.**
   The policy document is protected by a password. Please refer to the table below for Authentication guidelines
   Authentication criteria:

Sr. No.	Product	Authentication Criteria
1.	Health	Combination of first four characters of primary policy holder's name and date of birth
		Syntax: First four characters of name + DDMM
		Example 1: For **Santosh Shetty** with date of birth **7th Feb 1982**, the password will be **sant0702** or **SANT0702**
		Incorrect: Sant0702 (Combinations of UPPERCASE and lowercase letters should NOT be used)
		Incorrect: sant07/02 (Special characters should NOT be used)
		Incorrect: sant72 (Date format should be DDMM – two digits for day and two digits for month)
		Correct: sant0702
		Correct: SANT0702
		Example 2: For **K. Abhishek** with date of birth **9th Oct 2001**, the password will be **kabh0910** or **KABH0910**
		Incorrect: abhi0910 (The first 4 characters of the name should be used)
		Incorrect: k.abh0910 (Special characters should NOT be used)
		Incorrect: KAbh0910 (Upper case letters should NOT be used)
		Correct: kabh0910
		Correct: KABH0910
2	Motor	The password is of four digits. Please enter any of the following details as a password to view your policy document
		e. Last four digits of Vehicle Registration number, OR
		f. Last four digits of Chassis number
		For instance,
		If the Vehicle Registration number is **MH43A1234** then the password would be **1234.**
		Or
		If the Chassis number is **ABCDAABB1CC10045** then the password would be **0045**.
		In case the unique registration number allotted to your vehicle is fewer than four digits, please enter the number as it is

		Example 1 : If your vehicle number is **MH43A111**, then your password would be **111**.
		Example 2 : If your vehicle number is **MH43A01**, then your password would be **01**.
		Example 3 : If your vehicle number is **MH43A1**, then your password would be **1**.
		Example 4 : If the Chassis number is **ABCDAABB1CC10045** then the password would be **0045**.

If you have problems in accessing the file even after entering the correct password, you may call us on our toll free number 1800 2666 or email us at customersupport@icicilombard.com

2. **I want to opt out of this additional security feature.**
This advanced security feature has been added to protect the file from unauthorized access and is for your safety and security. This cannot be removed or changed.