

Dear Valued Customer,

## The trust and confidence now gets stronger!

We are pleased to inform you that Bharti AXA General Insurance is merged with ICICI Lombard General Insurance Company Limited w.e.f. 8th September 2021. We celebrate this milestone with combined base of 48 million policyholders and want to express our sincere gratitude to you for being a valued member of our family.

This merger strengthens ICICI Lombard as

- One of India's leading private sector non-life general insurance companies
- An entity having extended capacity through combined expertise and knowledge with enhanced distribution supported by over 100,000 partners and a multitude of convenient digital platforms

We always deliver sustainable and long-term value for all our stakeholders and are confident that this milestone will benefit our customers.

As an esteemed ICICI Lombard customer, you can avail a host of benefits including:

- A wide range of innovative and technology enabled insurance solutions across health, motor, travel, home, cyber insurance etc
- Access to cashless network hospitals and garages of the combined entity spread across the country
- Seamless and efficient claim settlement handled by our in-house claim settlement unit
- Technology prowess driven by Artificial Intelligence and Machine Learning enabling automated approval of health insurance claims within few minutes
- Enhanced digital solutions available 24x7 across the web, mobile apps, voice assisted chatbots, WhatsApp etc
- In-house Customer support team

Further, we wish to assure you that you will continue to enjoy your policy coverage and associated benefits.

At ICICI Lombard we always strive to strengthen our core propositions of customer centric service excellence and will continue to fulfil our commitment of "Nibhaye Vaade".

For details on our digital capabilities, insurance solutions, offices, network of service providers, etc. please visit our website [www.icicilombard.com](http://www.icicilombard.com).

For more merger related information, please [click here](#).

We look forward to your continued patronage. Assuring you the best of our services at all times.

Yours Sincerely,

For ICICI Lombard General Insurance Company Limited

**Vasundhara Bhonsle**

Head - Customer Support & Tele-Sales



welcomes



Toll Free Number  
1800 2666



Website  
[www.icicilombard.com](http://www.icicilombard.com)

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