Announcement | Sanjeev Mantri named as MD & CEO

The Economic Times

Sanjeev Mantri Named as CEO of ICICI Lombard

Our Bureau

Mumbai: ICICI Lombard General Insurance has announced the appointment of Sanjeev Mantri as the new managing director and CEO. The decision was approved by the company's board and will come into effect from December 1, 2023, or upon approval from the Insurance Regulatory and Development Authority of India (IRDAI), whichever is later.

Sanjeev Mantri's term is for five consecutive years or until his date of retirement, subject to IRDAI and shareholder approval, the company said in a notification to stock exchanges.

This appointment follows the resignation of Bhargav Dasgupta, who stepped down from his role as MD & CEO of ICICI Lombard on September 21. Dasgupta will continue his current responsibilities until November 30.

Sanjeev Mantri has a career spanning over 28 years. He began his career with Bennett Coleman and Co., the publisher of The Economic Times, and subsequently held key leadership positions at



BNP Paribas, Mantri has been associated with the ICICI Group for more than two decades, joining ICICI Bank in 2003.

During his tenure at ICICI Bank, he led various businesses, including the small and medium enterprises group and the rural and inclusive banking group. Mantri joined ICICI Lombard in 2015 as executive director, where he played a key role in driving the company's retail division.

He has been responsible for the distribution of insurance products across multiple channels, including motor dealerships, agencies, bancassurance, direct sales, and alternate channels. He has overseen the strategy, products, analytics, pricing, marketing, and corporate communication verticals of the company.

As executive director, Mantri played a crucial role in the listing of ICICI Lombard, the merger with erstwhile Bharti Axa, and the subsequent integration process.

Times of India

ICICI Lombard veteran Mantri to take over as MD & CEO

TIMES NEWS NETWORK

Mumbai: The board of ICICI Lombard has appointed Sanjeev Mantri, executive director of the company, as the suc-



cessor to Bhargav Dasgupta, who last week resigned as MD & CEO of the company. Dasgupta had

stepped down ahead of his completion of 15 years as CEO in April 2024. The new regulations on the tenure of chief executives limit their term to a maximum of 15 years. Dasgupta will be joining the Asian Development Bank.

The board has appointed Mantri for five years or until retirement, subject to approval from RBI. Mantri joined ICICI Lombard in 2015 as executive director, heading retail divisions. and has been responsible for distribution across channels. He was in-charge of the company's strategy, products, analytics, pricing, marketing, and corporate communication verticals. He was also instrumental in the company's listing and integrating Bharti Axa General Insurance with the company.

Hindu Business Line

Sanjeev Mantri appointed as ICICI Lombard MD



New Delhi: Sanjeev Mantri has been appointed the new MD and CEO of ICICI Lombard.

Mantri, who is currently an Executive Director at ICICI Lombard General Insurance, will take over his new role from December 1, 2023, or the date of IRDAI approval, whichever is later, for a period of five consecutive years. OUR BUREAU

ICICI Lombard appoints Sanjeev Mantri MD, CEO



ICICI Lombard General Insurance Company on Sunday appointed Sanjeev Mantri as the Managing Director (MD) and Chief Executive Officer (CEO) of the company. He will take over from Bhargav Dasgupta, who will be officiating his duties till the close of business hours on November 30. Mantri will take charge from December 1, or the date of approval from the Insurance Regulatory and Development Authority of

India. Mantri has over 20 years of experience and has held key positions with BNP Paribas and ICICI Bank. Currently, he serves as the Executive Director of the general insurer.

AATHIRA VARIER

ICICI Lombard

bard General Insurance
Company on Sunday
named Sanjeev Mantri
new MD and CEO in
place of Bhargav Dasgupta, who has been appointed as vice-president
of Asian Development
Bank. Dasgupta will
remain in his position till
November. PTI

SANJEEV MANTRI NEW MD, CEO OF ICICI LOMBARD



ICICI LOMBARD
General Insurance
on Sunday said its
board of directors
approved the
appointment of
Sanjeev Mantri,
currently the

executive director, as the managing director and chief executive officer with effect from December 1. Bhargav Dasgupta, the outgoing MD & CEO, would be officiating his responsibilities till the close of business hours on November 30, the insurance company said in a stock exchange filing. Dasgupta resigned last Thursday after a stint of over 14 years.

Interview | Robotic Surgeries may not be fully covered | Prasun Sarkar

Economic Times

Robotic Surgeries may not be Fully Covered

Cover cos impose caps, either as a percentage of sum assured or as fixed sub-limits

Shilpy.Sinha

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Mumbai: When Arun Jalan, a 66-year-old retiree, opted for a robotic radical prostatectomy, he had expectations of a precision surgery and quick hospital discharge. Little did he know that the costs of the procedure, although much less elaborate from a traditional surgery, would leave him in shock. After submitting his claims, he was told by the National India Insurance Company that it would only cover 25% of the sum assured. Jalan's, however, isn't an isolated case of disappointment with the insurer.

While robotic surgical technology is gaining popularity for its minimally invasive approach and faster healing times, policyholders often find themselves facing unexpected limitations while submitting claims. Robotic surgery involves the use of a robotic surgical system, which assists the surgeon in performing precise and minimally invasive procedures and is commonly used for intricate surgeries,

such as those involving tissue removal around the brain, large blood vessels, heart surgeries, joint replacements, cancer removal and treatments for critical organ-related cancers, among others.

Insurers are mandated to cover robotic surgeries as modern treatments, either with or without sub-limits, according to the Insurance Regulatory and Development Authority of India (IRDAI) Health Regulations of 2019.

As of now, robotic surgery does not constitute a substantial proportion of insurance claims data due to its emerging status. Insurers are cautious and tend to impose caps, either as a percentage of the sum assured or as fixed sub-limits.

Caps Bring Certainty: Insurers → 6

Caps Bring Certainty, say Insurance Firms

>> From Page 1

"The rationale behind these caps is the uncertainty surrounding the costs of such emerging technology," explained Prasun Sarkar, Chief Actuary, ICICI Lombard. "By imposing such limits, insurance companies are looking to provide policyholders affordable premiums with cost certainty for this

Insurance cos are still modifying the insurance plan based on their experience evolving landscape of robotic surgery expenses. Though many companies like ICICI Lombard do not have such sub limits against such surgery expenses".

Insurers say that putting caps brings certainty to the costs associated with robotic surgeries, which can vary significantly from one hospital or healthcare provider to another.

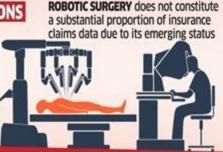
"Robotic surgeries can be expensive, and thus, capping is necessary to maintain affordability in pricing," explained Sanjay Datta, former head of underwriting at ICICI Lombard.

Insurance companies are still modifying the insurance plan based on their experience.

CLAIM LIMITATIONS

INSURERS ARE MANDATED TO COVER ROBOTIC SURGERIES

as modern treatments, either with or without sub-limits, according to IRDAI Health Regulations of 2019



INSURERS
SAY that
putting
caps brings
certainty
to the costs
associated
with robotic
surgeries

Press Release | IL's Cloud Calling' feature for motor claims | Gaurav Arora

Business Remediess

Indore Samachar

आईसीआईसीआई लोम्बार्ड ने 'क्लाउड कॉलिंग' फीचर का अनावरण किया. मोटर क्लेम इंटरैक्शन में बदलाव के साथ क्लेम सेटलमेंट में आएगी तेजी

धारत की लोडिंग मिनी दशयन्त । प्रकारत और दोलाबेंट के करेके बीम अधिनते में शासित में एक आर्ट्स बाला पेत नर्राते नर्राते भर्त के निवार में अस्त्रे है। प्रत्येश प्रश्नित है, लगे लेटेस्ट टेक्नोलॉक्कर चलक देश प्रकार (कारम निरादी चलको का अनुभार प्रीस्तान गए कियी और के कह कि लगातर विकरित हो हो प्रदान कर रहे है और अब कह इक्रेक्टर (कर्माचे नक्ता), प्रतिप्र केश्वर -csm) और वेदन क्षेत्र क्षेत्र क्षेत्र है। भगवाण किया है। इस अपूर्व अस्पूरिकेशन की असरकार प्रोत्तकों से एका है, वो छपूर्व एएक सैनेका को अर्टीबेटक के छात्र शुरुवा को एकाई का प्राप्त हो। पुणिया को ब्राह्म अपूर्व को होते थे, निस्सी वई बार देरी या कोण वार्च के बोवन पत्र प्रोह्म देशका (राजवानिता बेहता कार्र पर प्राप्त हो। है। वह मील का पत्रत हस क्तर करने, कोच घेटनपेंट अध्यक्षीत केरी को छाप्त करने को लाभ पुर्विटिया की शहरत करने खात अपने खात समाह काँगिए हफीएन के बेहतर प्रथम और वारी दानें को निपटने में दोनी को प्रवीकार करते हुए, प्राप्त करते हैं। प्रस्ता के पात है। इस प्रकार पर पुनिश्चत के मानाम हो, हम प्रधानिकत का प्रचान है, क्योंकि भाने और अपने पुन्यान आंधीआईसीआई मोरक्ट्री अब अब अपने वस्टाप प्रतिध करत है कि और भी बावक मिटेस्ट और एकांध टेक्नेलियों आईसीआईसीआई मोरक्ट्री प्राप्तों की बढ़कें नकरतें को प्राप्तों और करेंच मिनारों को मिना तक पहुंचने के लिए। अपर पूछ ताह करने पहना है का उपरोग करने के लिए। (1925) के प्राप्तों को फिर से पूर करने के लिए अराज्यिक किया रकावट और बेहल प्रियल कार्टिकर पर्याट है, तो होने इसी प्राप्त किसी मैनेकर प्राप्तक से प्रेडिक्ट है, जो टिकोलीची या लाभ ठठने के कम्पुनिकेशन के लिए एक साधा कियाने कम्पुनिकेशन में आपनी भी उद्या को में मही कम्प्रकर्शी करीम जीना, इंबोलियर, मैनेकर ने आपे यहा कि पर सीवार के तिए अर्पी महादी नहीं में महादी के होता है के पांच प्रशत होते है। बायक कीन हैंकि एक प्रति होते महिला है के बीच पर प्रति है के बीच पर प को प्रतिकार के अनुसार केटर अन्तर के पर अनुने प्रतिकत परेटपार्थि के प्रत्य करित प्रतिकत में काल विश्वविक्त में किया की अनुसार के उसके की अनुसार केटर की क्लेप प्रदेश के देश कराज पूरी क्लेप यात को एक ग्रहन, कोविस्तिक्षी को समाधित एकिसीधा के लिए स्वाक्तिक समाध्य को एर करती है। टेक्टेलीकी क्षपत बहुती है, कम्पुनिकार (बाक संबर) परार्थी और बेशार जारबेर किया पर है शिक्षों परार्थित उटा प्रवर करन और प्रकारों के निर्मा वर्ष और प्रकारी लेकिन स्थान संपर्ध का स्थ

असटट वर्डील करेश के

VICICI CLombard

एंड केम्अलो के हेट, पील प्रकारों से मुद्र मुक्ते हैं, मी अरोग्र ने इस नई सुनिश्त पर अल्बान सहरता और सहरत पाल कार्याक्षेत्रस में जान है। पाकालेक प्रतित में, हरण और क्रेस प्राचेत के प्रकार से इस इन्वेतेशन के पुण अनेक जो वर्चुअत नेक्ट इस प्रिथित में अपन प्रश्नकों को ब?नीम ननी को नवा आकर देने के लिए वाली प्रक्रिया में बहन देते हैं. और जासबोरी बड़ों है। साथ बात मीत में निरंत सुन्तर अरोके में करेन मेरानीट करने अर्थ खोज मार्थिश

भारेके मार्टिम मेरे मोर्चार्ट बार हो, बनाइट बॉरिंग हाकिश में अंदराइद्देश एंट करोज प्रायती। पहले ही 4 लाख से अधिक

आईसीआईसीआई लोम्बार्ड ने 'क्लाउड कॉलिंग' फीचर का किया अनावरण

मोटर क्लेम इंटरैक्शन में बदलाव के साथ क्लेम सेटलमेंट में आएगी तेजी

बीमा कंपनियों में शामिल आईसीआईसीआई लोम्बाई ने अपने लेटेस्ट टेक्नोलॉडिकल इनोवेशन (तकनीकी नवाचार), "क्लाउड कॉलिंग" (उश्रीय उरश्रसळपम) सविधा का अनावरण किया है। इस अनुठी सविधा को ग्राहक अनुभव को बेहतर बनाने, क्लेम सेटलमेंट वानी टावों को निपटाने में तेजी लाने और अपने मृत्यवान ग्राहकों की बढ़ती जरूरतों को पूरा करने के लिए अल्याधनिक टेक्नोलॉडी का लाभ उठाने के लिए आईसीआईसीआई लोम्बाई की प्रतिबद्धता के अनुसार मोटर क्लेम प्रसिस के टीरान काटपर कम्यनिकेशन (ग्राहक संचार) को नवा आकार देने के लिए डिजाइन किया गवा है। "क्लाउड कॉलिंग" क्लेम के प्रबंधन और सेटलमेंट के तरीके में एक आदर्श बदलाव पेण करती है। पारंपरिक प्रक्रिया में, ग्राहक सेवा प्रबंधक (कस्टमर सर्विस मैनेजर -उडव) और ग्राजक के बीच कई टेलीफोनिक कम्युनिकेशन की आवश्यकता होती थी, जिससे कई बार देरी या असमर्थता होती थी। इस चनौती को स्वीकार करते हुए, आईसीआईसीआई लोम्बाई अब प्रातकों और क्लेम मैनेजर्स को बिना रुकावट और बेहतर कम्यनिकेशन के लिए एक खाम वर्चअल नंबर के साथ संशक्त बनाता है। यह अनुदी सविधा पूरी क्लेम यात्रा को एक सहज, पारदर्शी और बेहतर तालमेल वाली प्रक्रिया में बदल देती है, जिससे ग्राहकों का अनुभव बेहतर होता है। इस इनोवेशन के गुण अनेक प्रतिभाओं से संपन्न हैं, जो संपूर्ण क्लेम यानी टावों के जीवन चक्र को शामिल करने

मुंबा, 6 सितम्बर। भारत की लीडिंग निजी सामान्य वाले लाभ प्रदान करते हैं। ग्राहकों के पास अब अपने करटमा सर्विस मैनेजर तक पहुंचने के लिए सिंगल कांट्रेक्ट प्वॉइंट है, जिससे कम्यनिकेशन में आसानी होती है। व्यापक कॉल टैकिंग प्लेटफॉर्म के साथ कॉल कनेक्टिविटी को व्यवस्थित किया गया है, जिससे पारदर्शिता और जवाबदेही बढ़ी है। सीएसएम अगर किसी और के साथ कम्यनिकेशन में व्यस्त है तो वर्षअल संबर इस स्थिति में उपयक्त मैनेजर को ऑटोमेटिक रीडायरेक्शन (स्वचालित पुनर्निर्देशन) की अनुमति देता है। इस प्रकार यह सुनिधित करता है कि कोई भी ग्राहक अगर पछ ताछ करना चाहता है तो उसे उसी समय किसी मैनेजर से उस बारे में सही जानकारी मिल सके। इसके अतिरिक्त, इस सुविधा में कॉल रिकॉर्डिंग, एनालिसिस के लिए व्यायहारिक द्वाटा प्रदान करना और ग्राहकों के साथ बात चीत में निरंतर सुधार शामिल है। आईमी आईमी आई लोम्बार्ट में अंदरराइटिंग एंट क्लेम प्रॉपर्टी एंड कैनअल्टी के हेड, गौरव अरोड़ा ने इस नई सुविधा पर कहा कि लगातार विकसित हो रहे समकालीन परिवेश में. हमारा ध्यान गाहकों की क्लेम जर्नी के साथ ही उनके अनुभव को बेहतर करने पर फोक्स है। अपने खास 'क्लाउड कॉलिंग' सुविधा के माध्यम से, हम लेटेस्ट और एडवांस टेक्नोलॉजी का उपयोग करने के लिए मजबूती से प्रतिबद्ध हैं, जो क्लेम ओर्स, इंजीनियर, मैनेजर और ग्राहकों के बीच कम्युनिकेशन में किसी भी स्कायट को दूर करती है। जिससे तरत और सबसे प्रभावी तरीके से क्लेम सेटलमेंट करने में मटट मिलती है।

Echo of India

ICICI Lombard unveils 'Cloud Calling' feature E01 CORRESPONDENT

MUMBAL SEPT 6/-/ SCICI Lombard, private general insurer, unveiled innovation, the "Cloud Calling" feature. The tonique feature is designed to resisance customer communication during the meter claims process by era human tang experience. expediting claims settlements, and NUMBERSONS **ECRCE** Lossbard's commitment to beveraging cutting-edge technology to most the evolving meeds of its valued customers, sources in formed.

"Cloved California introduces a paradigm shift in how claims are managed and settled. conventional em willighe nelsysbenic communications between the Customer Service Manager (CSM) and the customer were required. leading to petratial delays imettic tencies. ARTH-2 Recognizing this challenge. scott Lombard now empowers customers and «Unirea managers alike with a dedicated virtual number for seamless and efficient communication. unique feature transforms the cluims lourney into a smooth, transparent, and well coordinated process. significantly enhancing customer satisfaction. Disas swerzen

GREEN APOUR, Chief . Underwriting & Claims Property & Casualty at ECRCI Lomburd, said, 'In the . v . v . . v . I v i n g contemporary landscape. our unwavering focus OCEANCE. eagmentation of the customer claims journey & CHARLESTON ATTEMPT SATISFACION Through the impovative integration of 'Cloud Calling,' feature we are resolutely committed to harmonaling technological pull'y amounteents. transcend the barriers in communication between claims owners, engineers managers, and customers. thereby culminating in an expedited and optimized edia laws. Sections of paradigm."

The North East Times



Guwahati | 07-Sep-2023

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dards for selfies and video content creation," NET BUREAU

'ICICI Lombard unveils 'Cloud Calling' feature, transforming motor claims interaction and accelerating settlements'

MUMBAL SEPT 7: ICICI Lombard, one of India's leading private general insurers, unveiled its latest technological innovation, the "Cloud Calling" feature. The unique feature is designed to reshape customer communication during the motor claims process by enhancing customer expenence, expediting claims settlements, and underscore ICICI Lombard's commitment to leveraging cutting-edge technology to meet the evolving needs of its valued customers.

Cloud Calling introduces a paradigm shift in how claims are managed and settled. In the conventional process, multiple telephonic communications between the Customer Service Manager (CSM) and the customer were required, leading to potential delays and inefficiencies. Recognizing this challenge, ICICI Lombard now empowers customers and claims managers also with a dedicated virtual number for seamless and efficient communication. This unique feature transforms the claims journey into a smooth, transparent, and well-coordinated process, significantly enhancing customer satisfaction.

Commenting on the new feature, Gauray Arora, Chief -Underwriting & Claims Property & Casualty at ICICI Lombard, said, "In the ever-evolving contemporary landscape, our unwavering focus centers on the augmentation of the customer claims journey& customer experience. Through the innovative integration of 'Cloud Cailing,' feature we are resolutely committed to hamessing technological advancements that transcend the barners in communication between claims owners, engineers managers, and customers, thereby culminating in an expedited and optimized claims settlement paradigm."

Since its morption, the "Cloud Calling" feature has already connected over 4 lac customers, providing immediate support&assistance and till now addressed 95% of customers queries raised regarding motor claims process. This milestone stands as a testimony to the efficacy and relevance of this innovation, as ICICI Lombard continues to redefine industry standards.

Arora further added,"The thought behind the new feature stems from a profound realization - that while technology enhances efficiency, the essence of human interaction mustn't be lost. We designed this feature to bridge the gap between convenience and personal touch. By facilitating direct communication between claims owners and customers, 'Cloud Calling' not only expedites the claims process but also underscores our commitment to human-centric ser-VICE." NET SUREAU

ICICI Lombard 'Cloud Calling' Feature

technological innovation, the "Cloud Calling" feature. The unique communication. feature introduces a paradigm shift in how claims are managed and settled. In the conventional process, multiple telephonic significantly enhancing communications between the Customer Service Manager (CSM) and the customer were required. leading to potential delays and inefficiencies.

Lombard now empowers reach their designated ICICI Lombard has customers and claims dedicated virtual number

> This unique feature transforms the claims journey into a smooth, transparent, and wellcoordinated process, customer satisfaction.

The merits of this innovation are multifaceted, offering benefits that encompass the entire claims lifecycle. Recognizing this Customers now have a challenge, ICICI single contact point to

CSM, fostering ease unveiled its latest managers alike with a of communication. Call connectivity is for seamless and efficient streamlined, with comprehensive call tracking platform . enhancing transparency and accountability.

The virtual number allows for automatic redirection to the appropriate manager in the event of CSM is occupied, thus ensuring query is unattended . Additionally, the feature includes call recordings, providing insightful standards.

data for analysis and continuous improvement in customer interactions.

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VALSAD KESARI

08 Septen

આઈસીઆઈસીઆઈ લોમ્બાર્ડે 'ક્લાઉડ કૉલિંગ' ફીયર પ્રસ્તુત કર્યું, મોટર ક્લેમ ઇન્ટરએક્શનમાં બદલાવ લાવશે અને સેટલમેન્ટસને વેગ આપશે

सामान्य કંપનીઓમાંની **આઈસીઆઈસીઆઈ**

સવિધાને પસ્તૃત કરી છે. આ બનોબી વિશેષતા મોટર धाया पश्चिमा धरमियान વધારવા, દાવાની પતાવટને ઝડપી બનાવીને અને તેના ગાઠકીની

જર-રિયાતીને વિકસતી. นต์ในใ वणवा माटे **ધાઇસીઆઇસીઆઇ** લીમબાર્ડની. ટેકનોલોજીનો લાભ વેવાની

પ્રતિભાદતાને Emillion. हरवा माटे કરવામાં આવી છે.

દાવાઓના સંચાયન અને инпарии જાાઉડ કોલિંગ આવે છે. ныя зизи (સીખેસએમ) અને ગાહક વધ્યે અનેક વાર ટેવિફોનિક વાતથીત થાય છે. વિલંબ અને બિનકાર્યકામતા તરફ દોરી જાય છે. આ પડકારને

ખાઈસીખાઈસીઆઈ લોમ્બાર્ડ હવે ચાહકો અને ક્વેઇમ્સ મેનેજરોને સીમવેસ કાર્યક્ષમ સમર્પિત વર્ચ્યુઅલ નંબર સાથે સશક્ત બનાવે છે. આ વિશિષ્ટ સુવિધા દાવાની પતાવટને સરળ, પારદર્શક અને સારી રીતે સંકલિત

પશ્ચિમાં પરિવર્તિત કરે છે. જે ગાહક સંતોષમાં નીવપાલ

આ નૂતનતા બહુગુણી છે. જે FIGHT SHE STEP સાવકલને અનેક લાભ પૂરા पाउँ में आवड़ी पास वर्षे तेमला माटे लियुक्त करेगा સીએસએમ સુધી પહોંચવા માટે એક જ સંપર્ક બિંદ, છે. જે વાતચીતને સરળ બનાવે છે. हर्नीई मात्र सामितामानोम

बंद है. "सतत विक्रसी रहेवी સમકાળીન પરિસ્થિતીમાં अमार्क ध्यान आंतर्कना દાવાની પતાવટ અને ગાઠક अनुभवने वधारवा धर KIRTH ZEITHE B 100 ME सविधाना नवीन संक्षत

દ્વારા અમે તકનીકી પ્રગતિની ઉપયોગ કરવા માટે

અને ક્લેમ પ્રોપર્ટી એન્ડ

કેઝપુઅલ્ટીના યીક શ્રી

ત્રીરવ ખરોરાએ જણાવ્યું

साथ માર્ગીકાર્યક કિક્રીકરીનિત બને છે. જે પાસાશિતા અને SUP BUSINESS વર્ધામાં નેખર કોવાથી સીએસએમ અન્ય કોવ ઉપર ध्यान कीय ती योज्य આપમેળ मक्षम १०५६ उर्दा सक्षम બનાવે છે. જેથી કોઇ પણ बावनना पश्ची यावस्पर्श्वा રહી જાય નહીં તેની ખાતરી સવિયામાં કોલ રેકોર્ડિંગનો પણ સમાવેશ થાય છે. સમજરાપૂર્વકના ડેટા પ્રદાન કરે છે અને ગ્રાહકની

સુધારણા કરે છે. નવી સવિષા પર ટિપ્પાસી આઇસીઆઇસીઆઇ

કોળ પતિબાદ છીએ જે ક્વેઇમ્સ જેનાથી દાવાની પતાવટ अडपी अने में अने तेमां પરખમ પરિવર્તન લાવે છે." तात्वाचिक समर्थन भने સવિધાના પિરવામલક્ષી અસરની સાક્ષી છે. કારણ કે

મેનેજર્સ અને સાઠકો વચ્ચેના અવદીપીને પાર કરે છે. 'ક્લાઉડ કોવિંગ' સવિયાની શાસ્ત્રખાતથી તેમાં 4 લાખથી વધુ ગાહકો જોડાયા છે, જે સહાય પૂરી પાંડે છે અને અત્યાર સુધીમાં મોટર ક્લેમ પશ્ચિમ સંબંધિત સાલકોના 95% પક્ષીનોની ઉકેલ લાવે કરે છે. આ સિંઘડ્રી નૃતન

આઈસીઆઈસીઆઈ લોમ્બાર્ડ ઉદ્યોગના ઘોરણોને ફેરવ્યાખ્યાચિત કરવાનું જાળવી સામે છે.

ેટક્નોથોજી કાર્યક્ષમતામાં વધારી કરે છે. ત્યારે માનવીય ઇन्टरेंडशननी के स्पर्श મળતો હોય તે દૂર થવો જોઈએ નહીં એવી ગઢન અનુભૂતિમાંથી નવી સુવિધા પાછળની વિચાર ઉદ્ભવ્યો સ્પર્શ વચ્ચેના અંતરને દૂર કરવા માટે ડિઝાઇન કરી છે. ક્રીઇમ ઓનર્સ અને ગ્રાહકી સીયા સંયારની સવિયા આપીને જ્યાઉડ क्षेत्रिज्ञ मात्र धावानी પશ્ચિમને ઝડપી બનાવે છે એટલું જ નહીં પરંતુ માનવ-હિન્દ્રત સેવા પ્રત્યેની અમારી

પ્રતિખદ્ધતાને પણ રેખાંકિત ખાઈક કોવિંગ સવિધા <u>આઇસીઆઇસીઆઇ</u> પ્રગતિશીય भावनाना प्रभाव तक्षी क्रिक्री है, ते आवडना અનુભવને વધારવા માટે विशाण ઇક્રોસિસ્ટમની એક ભાગ છે. IL TakeCare W/ WESEIM 'InitaSpect' श्रेवी क्षेत्राओ સાથે જોડાયેલી, અગણી મોબાઇવ સ્વ-નિરીક્ષણ વિશેષતા

<u>બાઈસીબાઈસીબાઈ</u> અભિગમને પદ્ધશિત કરે છે. આ સર્વિસીસ અસાધારવા સેવાના હોલમાર્કને વળગી રહીને, અવિરત અને દાવાઓની કાર્યક્રમ પતાવટ પશ્ચિને પહીચાડવા માટેના અમારા નિરંતર સમર્પવાને રેખોર્કિત



Shillong | 07-Sep-2023

ക്ലൗഡ് കോളിങ് ഫീച്ചർ അവതരിപ്പിച്ച് ഐസിഐസിഐ ലൊംബാർഡ്

മാഞ്ചെ: ഇന്ത്യയിലെ പ്രമുഖ സ കാര്യ ഇൻഷറൻസ് കമ്പനിയായ ഐ സിഐസിഐ ലൊംബാർഡ് നുത ന സാങ്കേതിക സംവിധാനമായ കൗ ഡ് കോളിങ് ഫീചർ അവതരിചച്ചു. വാഹന ഇൻഷ്യറൻസ് മേഖലയിൽ ഉദോക്ത്യ സേവനം ലജിതമാക്കി കെ യിം വേഗത്തിലാക്കി മുല്യവത്തായ ആവശ്യങ്ങൾ നിറവേറ്റുകയെന്ന ലക്ഷ്യത്തോടെയാണ് ഐസിഐ സി മൊംബാർഡ് പുതിയ ഫിച്ചർ രൂപകല്പന ചെയ്തിട്ടുള്ളത്.പര മ്പരാഗത പ്രകൃതതിൽ കസ്സമർ സർവീസ് മാനേജരും(സിഎസ് എം) ഒന്നിലധികംതവണ ടെല ഫോൺ സംഭാഷണം ആവശ്യമാ യിവരുന്നു. ഇത് കാലതാമസത്തിനും കര്യക്ഷമതക്കാവിന്യം കാരണമാകു ന്നു. ഈ വെല്ലവിളി തിരിച്ചറിഞ്ഞ് തടസ്സമിലാത്തതും കാര്യക്ഷമമവു മായ അശയ വിനിമയത്തിനായി ഒ രു വെർച്ചൽ നമ്പർ ഉപയോഗിക്കു കയാണ് ചെയ്യുന്നത്. കെയിം തീർ പ്പാക്കൽ സുഗമമായും സുതാര്യമാ

യും നടക്കുന്നതോടെ ഉപദോക്ത്യ സംതൃപ്തി വർധിപ്പിക്കാൻ കഴിയു

മുഴുവൻ കെയിം ലൈഫ് സൈക്കി ളിനെയും ഉൾക്കൊള്ളുന്ന ആനുകു ല്യങ്ങൾ വാഗ്ദാനം ചെയ്യാൻ ഇതി ലൂടെ കഴിയുമെന്നതാണ് ഒരു സവി ശേഷത. ആശയവിനിമയം എളുപ്പ



മാക്കി ഉപഭോക്താക്കൾക്ക് അവരു ടെ നിയാക്ത സിഎാഎസിൽ ഒരൊ റ്റ കോണ്ടാക് പോയന്റ് ഉണ്ടാകും. കോൾ കണകിവിറ്റി സുഗമമാകുന്ന തോടൊപ്പം സമഗ്രമായ കോൾ ട്രാ ക്കിങ് പാറ്റ്ഫോമുമുണ്ടാകും. സുതാ ര്യതയും ഉത്തരവാദിത്വവും വർധി പ്പിക്കാൻ ഇത് സാഹയിക്കും. സിഎ സ്എം ജോലിയിൽ ഏർപ്പെട്ടിരിക്കു ന്ന മാനേജറിലേക്ക് സ്വയമേവ റീ ഡയറക് ചെയ്യാൻ വെർച്ചൽ നമ്പർ അനുവദിക്കുന്നു. ഉപദോക്ത്യ അ വേഹരെപ്ഡോ ്രന്നാളരണ്ടാക്ഷന തെ പോകാൻ ഇടയാകുന്നില്ല കോൾ റെക്കോഡിങ്ങും ഉണ്ടാകും, വിശക ലനത്തിനായി വിശദമായ ഡാറ്റയും

ലഭിക്കും. ഇതിലൂടെ ഉപദോക്ത്യ ഇടപെടലിൽ തുടർച്ചയായ മെ ചൂപ്പെടുത്തലിനും കഴിയും. വികസിച്ചകൊണ്ടിരിക്കുന്ന സ മകാലിക സാഹചര്യത്തിൽ കെ യിമുകൾ കാര്യക്ഷമമായി തീർ പ്രാക്കുകയും അതിലൂടെ ഉപദോ ക്ത്യ അനുഭവം മികച്ചതാക്കുന്ന

തിനുമാണ് എനഡ് കോളിങ് ഫീച്ചർ അവതരിപ്പിക്കുന്നതെന്ന് പുതിയ ഫീ ചൂറിനെക്കുറിച്ച് വിശദീകരിച്ചുകൊ ണ്ട് ഐസിഐസിഐ ലൊംബാർ ഡിന്റെ അണ്ടർ റൈറിങ് ആൻഡ് കെമ്മിം പ്രോപ്പർട്ടി ആൻഡ് കാഷാ ലിറ്റി ചീഫ് ശ്രീ ഗൗരവ് അറോറ പ

SHILLONG# THURSDAY# SEPTEMBER

'ICICI Lombard unveils 'Cloud Calling' feature, transforming motor claims interaction and accelerating settlements'

MUMBAL SEPT 7 ICICI Lombard, one of Indust leading private general insurers, unveiled its latest technological innovation, the "Cloud Calling" feature. The unique feature is designed to reshape customer communication during the motor claims process by enhancing customer expenence, expediting claims settlements, and underscore ICICI Lonbard's commitment to leveraging cutting-edge technol-

ogy to meet the evolving needs of its valued customers. Cloud Calling introduces a paradigm shift in how claims are managed and settled. In the conventional process, multiple telephonic communications between the Oustomer Service Manager (CSM) and the customer were required, leading to potential delays and inefficiencies. Recognizing this challenge, ICICI Lombard now empowers outtomers and claims managers alske with a dedicated virtual number for seamless and efficient communication. This unique feature transforms the claims journey into a smooth, transparent, and well-coordinated process, nignificantly enhancing customer satisfaction.

Commenting on the new feature, Gaurar Arora, Chief -Underwriting & Claims Property & Casualty at ICICI Lombard, said, "In the ever-evolving contemporary landscape, our unwavering focus centers on the augmentation of the customer claims journey& customer experience. Through the innovative integration of 'Cloud Calling,' feature we are resolutely committed to hamening technological advancements that transcend the barriers in communication between claims owners, engineers managers, and customers, thereby culminating in an expedited and optimized claims settlement paradigm."

Since its inception, the "Cloud Calling" feature has already connected over 4 lac customers, providing stamediate supportAussistance and till now addressed \$5% of ourtomers queries raised regarding motor claims process. This milestone stands as a testimosyto the efficacy and relevance of this innovation, as ICICI Lombard continues to redefine

Arora further added,"The thought behind the new feature stems from a profound realization - that while technology enhances efficiency, the essence of human interaction mustr't be lost. We designed this feature to bridge the gap between convenience and personal touch. By facilitating direct communication between claims owners and customers, 'Cloud Calling' not only expedites the claims process but also underscores our commitment to human-centric ser-

AU Small Finance Bank

Exclusive Interview | IL TakeCare app drives a digital shift | Sheena Kapoor

Afaqs



By Pooja Yadav | Published: 18 Sep 2023, 5:10 IST

MARKETING

ICICI Lombard's IL TakeCare app drives a digital shift in the insurance industry

Offline channels prevail for most traditional players, while Gen Z and millennials increasingly favour online platforms in the digital landscape.

The traditional landscape of the insurance industry, predominantly anchored in offline channels, has undergone a remarkable transformation with the advent of digitisation. Amidst this evolving landscape, one company, ICICI Lombard General Insurance Company Limited, a well-known name in the Indian general insurance sector, is taking the forefront of this digital transformation.

The brand just launched an ad campaign for its IL TakeCare App, demonstrating its commitment to leveraging technology for simplifying and enhancing insurance accessibility for everyone. Notably, the app has already amassed 5.6 million downloads.

Sheena Kapoor, head — marketing, corporate communication, and CSR, ICICI Lombard says, "A major part of our user base are customers at large and not just our existing policyholders. We have expanded our continuum of care and created a platform that stands for well-being and protection and is not merely transactional in nature for buying, renewing, and claiming settlements. We are constantly innovating and adding features to the app—like FaceScan that enables tracking your health vitals, 24x7 doctor consultations, dieticians or consultations with mental health experts, pharmacy services, water reminders, step—up challenges, ambulance services, and more. The central idea of the IL TakeCare App being 'out of this world'."

Unlike popular, utilitarian, or entertainment-focused apps like Swiggy, Zomato, Netflix, or Amazon, an insurance app may not seem like an everyday necessity. However, the IL TakeCare app also offers users a comprehensive suite of health management tools. It provides a health dashboard for tracking fitness activities, health parameters, and wellness goals. Users can consult with doctors online, schedule health check-ups, and perform FaceScan to monitor vitals. The app offers exercise routines and health tips. It also offers emergency assistance, access to policy details, and insurance-related services.

Kapoor says that the app transcends the traditional boundaries of insurance, evolving into a comprehensive wellness and well-being app. Consequently, whether you hold an ICICI Lombard policy or not, you have access to a wealth of healthcare services and resources.

The digital-led campaign has a master film and 4 shorties, and the tonality is quirky and funny with two central characters: a base scientist and an astronaut on Mars. The films depict an astronaut leveraging the app while exploring Mars on a mission, all the while relying on the IL TakeCare App to stay healthy with the click of a button. Through this extra-terrestrial storyscape, ICICI Lombard hopes to demonstrate how the app can provide customers with innovative and relevant features for a healthy life.

Ogilvy designed the campaign with the tagline 'Ye app out of this world hai'.

"Our campaigns have consistently received awards, and my team and I, along with our agency, take pride in that accomplishment. As for the IL TakeCare campaign, it did great. During the campaign, we saw a 30% increase in people downloading the app."

The brand recently introduced another digital-driven campaign called 'Anywhere Cashless.' With rising medical costs, health insurance has become essential for safeguarding our financial stability. However, navigating complex claim processes and expenses during times of need can be overwhelming. In response to these challenges, the campaign highlights the brand's innovative solution, 'Anywhere Cashless,' which simplifies the health insurance experience.

Speaking about media spends, Kapoor says, "We have a smaller budget compared to some of our digital competitors who have substantial funding from venture capitalists. However, around 30% of our total budget goes into our media spending."

Apart from the launch of digitally-led campaigns the brand has also released a new research report called "Digital Adoption & Customer Views on General Insurance in 2023."

This study involved people aged 25 to 55 from big cities and smaller towns. Its goal was to understand how people are using digital technology and what they think about insurance.

As per the report, "53% of people know they can buy insurance online. But when it comes to health insurance, even more people (58%) are aware they can buy it online compared to motor insurance (50%)."

It further highlights that ICICI Lombard's digital channel receives an overwhelming customer satisfaction rate, with more than 90% of its customers expressing their satisfaction.

Female customers show a higher incidence of using mobile apps for purchasing policies, with 35% of them opting for this method. Furthermore, the research report reveals that a greater proportion of women have used online platforms for opening accounts, whereas men display a stronger preference for making online payments, with 45% of them choosing this option.

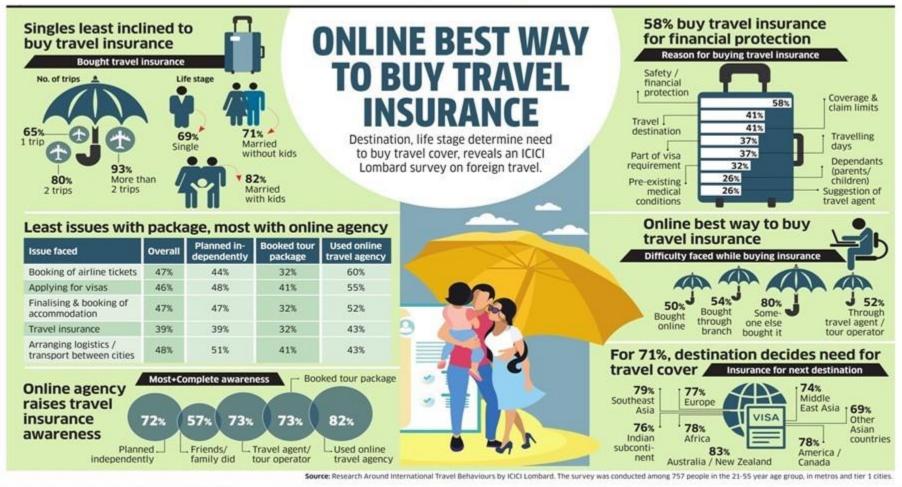
In the realm of general insurance, mobile apps are the preferred online channel for policy-related activities, with 59% of customers favouring them. WhatsApp closely competes with websites as a favoured medium for online general insurance activities. However, among individuals aged 45 and above, WhatsApp (37%) and social media (25%) are less preferred options.

Kapoor says, "In the digital landscape, we observe a significant trend, particularly among Gen Z and millennials who naturally lean towards online platforms. Many customers start their insurance journey online, even if they don't make a purchase right away. This follows the classic marketing principle of moving from awareness to interest, desire, and action. The initial steps involve research, where people compare policies, prices, and features. Some even watch YouTube testimonials and read product reviews to gauge customer experiences."

She adds, "In the insurance industry, there are newer, digitally-focused players for whom more than 90% of their business comes from online channels. However, for the majority of traditional industry players, both private and public, offline channels remain dominant. On the other hand, the travel industry sees a substantial 70% of its business happening through digital channels."

Exclusive Large Format | International Travel Insurance Research Study

Economic Times



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Press Release International Travel Insurance Research Study | Sheena Kapoor

Mint

World Tourism Day 2023: 92% intend to buy travel insurance for their next overseas trip, says survey

unintende Abeer Ray Updated: 27 Sep 2023, 12:07 PM IST

On the occasion of <u>World Tourism Day</u>, ICICI Lombard General Insurance released an exclusive consumer study report titled "Research on Travel Behaviours 2023" today. The study provides valuable insights that offer a distinct viewpoint on the changing realm of travel insurance and the inclinations of Indian travellers.

The company unveiled a study on the international travel habits of Indians, which revealed that 76 per cent had purchased travel insurance for their most recent trip, and a staggering 92 per cent expressed an intention to acquire it for their next journey. The findings also highlighted that an impressive 73 per cent of respondents exhibited a strong awareness of the significance of travel insurance, emphasising the growing recognition of the need to protect travel experiences. Additionally, the study revealed that awareness of travel insurance increases with different stages of family life, with married couples with children being the highest group purchasing travel insurance at 78 per cent, followed by married couples without children (67 per cent), and singles (66 per cent).

The study conducted an in-depth exploration of the mindset of Indian travellers, uncovering their distinct preferences, awareness levels, and behaviours within each customer category: families, couples, and singles. By conducting this research, the insurer illuminated the existing challenges associated with organising and carrying out international travel, identified any existing gaps or unmet needs that could be addressed, and examined how these changes might impact the landscape of travel insurance in India.

Sheena Kapoor, Head Marketing, Corporate Communications & CSR, ICICI Lombard, said, "These statistics underline a growing consciousness among travellers to safeguard their travel experiences and protect themselves against unforeseen events. It is indeed encouraging to see that travel insurance is no longer an afterthought but a proactive choice for a majority of respondents. Additionally, the correlation between family stages and travel insurance awareness is a noteworthy discovery, demonstrating that individuals are increasingly recognising the importance of securing their travel plans, particularly as they progress through various life stages."

Notable findings from the research include:

In terms of travel conduct as a whole

Individuals with children are more inclined to take more than two trips annually

 When comparing age groups, 61 per cent of individuals in the middle-aged group tend to embark on two or more trips in a year, whereas this percentage

Times of India

Only a fourth of international travellers bought insurance: Survey



Mumbal: In a recent survey conducted among international travellers from India, a substantial 76% said that they did not buy travel insurance for their last trip. The reasons given by the respondents for not buying insurance included lack of awareness, short-trip and staying with relatives.

Interestingly, 71% of respondents indicated that their choice of travel destination plays a crucial role in determining their need for travel insurance. The perceived necessity for travel insurance is the highest when individuals plan to visit Australia or New Zealand, with a resounding 83% considering it. In contrast, the need for insurance is comparatively lower when planning trips to the Middle East, with 74% acknowledging its importance in such scenarios.

The survey conducted by Hansa Research for ICICI Lombard was conducted among international travel in Metros/ Tier 1 towns across four zones (East, West, North and South).

The intention to purchase travel insurance also exhibits variations based on different life stages. Singles with fewer responsibilities show a slightly lower intent at 87%. However, this percentage increases in tandem with the level of responsibility, with 92% of couples opting for travel insurance. This figure rises even further to 94% among couples with children.

Coverage Garnered – 32 Print and 46 Online

Only 24% Of People Bought Travel Insurance In Their Most Recent Trips, 92% Intend To Buy: ICICI Lombard Study

The study interviewed 757 individuals who made at least one international non-work-related trip over the past year and those planning international travel in the next one to two years.



Only 24% Of People Bought Travel Insurance In Their Most Recent Trips, 92% Intend To Buy: ICICI Lombard Study

92% യാത്രക്കാരും വിദേശ യാത്രക്കായി ട്രാവൽ ഇൻഷുറൻസ് എടുക്കുന്നുവെന്ന് സർവേഫലം

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Only 24 per cent of people purchased travel insurance for their most recent trips, and 92 per cent plan to buy it for future journeys, according to a report by ICICI Lombard. The report titled "Research around Travel Behaviors" sheds light on travel preferences of individuals aged 21 to 55 years. Almost 50 per cent of respondents faced an issue while purchasing their travel insurance, ICICI Lombard said in a press release on Wednesday citing the study.

The study interviewed 757 individuals who made at least one international nonwork-related trip over the past year and those planning international travel in the next one to two years.

Travel Insurance

Furthermore, of some 50 per cent of respondents who faced an issue while buying travel insurance, an overwhelming 80 per cent said they found purchasing travel insurance the most

difficult when someone else is booking their insurance coverage.

Preferred Travel Destinations And Travel Trends Southeast Asia and the Middle East emerged as the top choices for travellers. European destinations are also popular, particularly among North Indian travellers. Additionally, the study unveiled that 47 per cent of respondents intended to travel during the summer, coinciding with school holidays, while the monsoon season is the least popular travel season. The younger people prefer to travel to the Middle East, while the middle-aged group leans towards Southeast Asia.

Respondents with kids are more inclined to have more than two trips a year. Those aged 21 to 55 stand out, with 61 per cent saying they undertake two or more trips annually. Similarly, such trips are one in three for those aged 45 and above. Those who take two or more trips have shorter vacations, 11 to 12 days. People taking one trip annually spend 13-14 days on vacation.

૯૨% લોકો તેમની આગામી આંતરરાષ્ટ્રીય સકર માટે ટાવેલ ઇન્શ્યોરન્સ ખરીદવાનો ઇરાદો ધરાવે છે

FIGURE COMMENT **TOTAL	- ભારતીયોના આતરરાષ્ટ્રીય આઇસોમાઇસોમાઇ	પ્રવાસના વતન પર આઇસ શેમ્બર્ડ મે ટ્રાવેવ ઇનવોરનામાં સ	િઆઈસીઓઈ વિમ્બાડનું રિસર્ચ થી પ્રતિષ્ઠિત બાન્ડ્સમાંની એક છે
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विदेश जाने वाले 92 प्रतिशत लोग लेना चाहते हैं बीमा सुरक्षा

जिम्मेदारियां बढने पर याजा बीमा की तरफ डाकाव

रीलेश तिवारी | मुंबई

विदेश जाने वाले 92 प्रतिशत भारतीय बीमा सरक्षा लेना चाहते हैं। लोग समझ गए हैं कि मुश्किल वक्त में बीमा से परिवार को बड़ी मदद मिलती है। इसी

कारण पारिवारिक जिम्मेदारियां और उम्र बढ़ने के साध ही टैवेल बीमा के प्रति लोगों का झुकाव बढ़ता है। भारतीयों विदेश यात्रा को लेकर जनरल इंश्योरेंस की ओर से जारी अध्ययन रिपोर्ट में यह



बात कही गई है। रिपोर्ट के अनुसार 78 फीसदी विवाहित जोडे (जिनके बच्चे हैं) सबसे अधिक यात्रा बीमा खरीदते हैं। बिना बच्चों वाले विवाहित जोडे 67 फीसदी और सिंगल 66 फीसदी टैवल बीमा खरीदते हैं। 76 फीसदी लोगों ने हालिया यात्रा के लिए यात्रा बीमा खरीदा है। इनमें से तकरीबन 92 प्रतिशत लोग ऐसे हैं, जो अगली यात्रा में भी यात्रा बीमा खरीदना चाहते है। सर्वे में शामिल विदेश जा चुके हर 4 में से 3 लोगों ने अपनी लेटस्टद यात्रा के लिए टैवल इंश्योरेंस खरीदा। आईसीआईसीआई लोम्बार्ड की मार्केटिंग और सीएसआर हेड शीना कपुर ने कहा कि 13 से 14 दिन का ट्र

सान में एक बार यात्रा करने वाले लोगों की यात्राएं बोडी लंबी अवधि की होती हैं जो औसतन 13-14 दिन की होती हैं। साल में दो या अधिक बार विदेश यात्रा करने वालों का ट्रर औरतन ११-१२ दिन का होता है। सिंगल 6%, बिन बच्चों वाले विवाहित 67% और बच्चों वाले 78 प्रतिष्ठत विवाहित यात्रा बीमा लेते हैं। यात्रा बीमा खरीवने में सबसे ज्यादा परेशानी तब होती है, जब इंस्पेरिस बुकिंग किसी और के द्वारा की जाती है। ऐसे लोगों का प्रतिहत 80 है जबकि 50 फीसबी उत्तरवाताओं ने खुद ट्रैवल इंस्योरेंस खरीबा और 52 प्रतिष्ठत ने ट्र ऑपरेटर/टैवन एउंट से बीम सुरक्षा

यह देखना वास्तव में उत्साहजनक है कि ज्यादातर लोगों के लिए यात्रा बीमा अब जरूरी विकल्प बन गया है। जोखिम सुरक्षा को लेकर सजगता बढ़ी है। इस अध्ययन में कछ रोचक जानकारियां भी सामने आई हैं। यंगर एज ग्रुप (युवा) के 51 प्रतिशत लोगों में वीसा के लिए आवेदन और बकिंग को अंतिम रूप देना सबसे बड़ा मृद्य है। 48 प्रतिशत मध्यम आय् वर्ग के लोग एयरलाइन बुकिंग आदि की व्यवस्था में परेशान रहते हैं। हालांकि दोनों ही आय वर्ग के लोगों में यात्रा बीमा को लेकर कोई किंत-परंत नहीं है।

Valsad Kesari

New Age

Tourism Quest

92% Intend to Purchase Travel Insurance for their Next International Trip – ICICI Lombard Research on Indians' International Travel Behaviour



ICICI Lombard is one of the most reputed brands in Travel Insurance.

CICI Lombard General Insurance, one of India's leading general insurers on the occasion of World Tourism Day on 27th Sept, has published the findings of its recent consumer study on International Travel Behaviors of Indians and has found that 76% purchased Travel Insurance for their most recent trip and the intent to purchase the same for the next trip reached a whopping 92%. The findings further explain that a remarkable 73% of respondents demonstrated a high level of awareness regarding the importance of travel insurance, underscoring the growing consciousness of safeguarding travel experiences. Furthermore, the study uncovered that awareness of Travel Insurance increases with the progress of the family stage, as married couples with kids emerged as the highest travel insurance purchasing class at 78%, followed by married couples with no kids (67%) and singles (66%).

The study, delived deeper into the psyche of the Indian traveller and shed light on their preferences, awareness and habits, unique to each type of customer class – family, couples and singles. Through the study, the insurer shed light on the current challenges with planning and executing travel plans internationally, any gaps or needs that are currently unfulfilled that can be potentially looked into and how these changes will affect the travel insurance landscape of India.



Sheena Kapoor - Head Marketing, Corporate Communications & CSR, ICICI Lombard\$3

Sheena Kapoor - Head Marketing, Corporate Communications & CSR, ICICI Lembard, said. These statistics underline a growing consciousness among travelers to safeguard their travel experiences and protect themselves against unforeseen events. It is indeed encouraging to see that travel insurance is no longer an afterthought but a proactive choice for a majority of respondents. Additionally, the correlation between family stages and travel insurance awareness is a noteworthy discovery, demonstrating that individuals are increasingly recognizing the importance of securing their travel plans, particularly as they progress through various life stages. At ICICI Liombard, we are committed to providing comprehensive and tailored travel insurance solutions that cater to the diverse needs of our customers. We believe these findings will serve as valuable insights to thelp us further enhance our offerings and continue to be a trusted partner for travelers.

ensuring peace of mind during their journeys."

With an exponential rise in international travel, there is a corresponding rise in the need-for Travel Insurance. Recognising this trend, ICICI Lombard's has been promoting travel is collaboration with Radio One featuring the enigamatic Bollywood superstar Ranveer Singh as the host in the #1Travel show Det Some Sun (Season 7) on radio.

According to the survey results, a significant '70% of the respondents liked the show while overall 62% find the concept to be excellent. The show has further helped to drive preference for ICICI Lombard as 97% of the respondents claim to prefer ICICI Lombard as their Travel Insurance provider for their next international trip.

The survey also confirms that ICICI Lombard is one of the top 3 purchased brands in Travel Insurance. ICICI Lombards travel insurance assures quality health care with a medical cover of up to 5 lakh USD. The various offerings of ICICI Lombard cover travellers from 3 months to 85 years without any medical check-up for policy issuance. The policy covers your safety and provides value-added services for your family back home. For more details, visit https://www.icicilombard.com/travel-insurance?source-products

Key takeaseases from the study;

- 1. On overall travel behavior
- · Respondents with kids more inclined to have more than 2 trips a year.
 - Comparing age groups, 61% in the middle age group tend to take Z or more trips in a year which reduces to 1 in 3 in the 45+ age group.
 - Respondents travelling once a year tend to have slightly longer duration trips --average. 13-14 days while those taking 2 or more trips avg. at 11-12 days on their latest trip.
- Single travellers tend to take 1 trip a year (55%)
- 2 in 5 have faced an issue while planning their latest international travel
 - . Customers married without kids seemed to have faced the most issues with their planning (43%).
 - While applying for visus and finalizing booking (51% each) are the biggest issues faced by the younger age group, the middle age group struggles with sirline booking and arranging logistics between cities (48% each). Travel insurance issues are lowest among both age groups.
 - . Logistics between cities is a highly faced issue irrespective of the booking medium used

Asia Insurance Post

India: 3 in 4 Indian travellers forgo buying travel insurance on overseas trips



The perceived necessity for travel insurance is the highest when individuals plan to visit Australia or New Zealand, with 83% considering it. In contrast, the need for insurance is comparatively lower when planning trips to the Middle East, with 74% acknowledging its importance in such scenarios.

The survey conducted by Hansa Research was conducted among international travellers in Tier 1 cities across India.

The intention to purchase travel insurance also reflects variations based on different life stages. Singles with fewer responsibilities show a slightly lower intent at 87%. However, this percentage increases in tandem with the level of responsibility, with 92% of couples opting for travel insurance. This figure rises even further to 94% among couples with children.

Among the respondents, 73% reported having a comprehensive understanding of the benefits offered by travel insurance. This awareness is pivotal in their decision-making process when purchasing travel insurance, especially for international trips.

Awareness level

Among customers who have a reasonable level of awareness regarding insurance, 82% opt to purchase travel insurance. However, this figure dwindles to a mere 18% among those with low or no awareness about the benefits of such coverage.

For those who choose travel insurance, the primary motivating factor is safety and the assurance of financial protection while travelling. Around S8% of respondents cited these reasons as their top considerations when making this crucial decision.

While only 24% of respondents reported purchasing travel insurance for their most recent trip, the intent to acquire such coverage remains remarkably high, with a staggering 92% expressing their intention to buy travel insurance in future.

Ms Sheena Kapoor, the head of Marketing, Corporate Communications & CSR at ICICI Lombard General insurance, commenting on these findings, said, "These statistics underline a growing consciousness among travellers to safeguard their travel experiences and protect themselves against uniforeseen events. It is indeed encouraging to see that travel insurance is no longer an afterthought but a proactive choice for a majority of respondents. Additionally, the correlation between family stages and travel insurance awareness is a noteworthy discovery, demonstrating that individuals are increasingly recognising the importance of securing their travel plans, particularly as they progress through various life stages."

Press Note | IL distributed raincoat, road safety material to Patna Traffic Police

Nav Bihar Times

आईसीआईसीआई लोम्बार्ड ने पटना ट्रैफिक पुलिस को वितरित किया रेनकोट, रोड डिवाइडर और कोन

नवविहार टाइम्स ब्यूरो

पटना। भारत की अग्रणी सामान्य बीमा कंपनियों में से एक आईसीआईसीआई लोम्बार्ड ने अपनी बीमा जागरूकता पहल के हिस्से के रूप में आवश्यक उपकरण वितरित करके पटना में समर्पित यातायात पुलिस कर्मियों को अपना समर्थन दिया है। आईसीआईसीआई लोम्बार्ड ने ट्रैफिक पुलिस को उनके महत्वपूर्ण कर्तक्यों में सहायता के लिए 1000



रेनकोट, प्लास्टिक रोड डिवाइडर और स्लास्टिक कोन का वितरण किया। इस अवसर पर सम्मानित अतिथि के रूप में अनिल कमार, प्रलेस उपाधीक्षक, यातायात पुलिस, पटना उपस्थित रहे। साथ ही आईसीआईसीआई लोम्बार्ड की वरिष्ठ प्रयंधन टीम इस पहल और पटना के यातायात पुलिस बल की सुरक्षा के प्रति अपनी प्रतिबद्धता दिखाने के लिए उपस्थित रही। आईसीआईसीआई लोम्बार्ड का यह कदम शहर के यातायात पुलिस कर्मियों के कल्याण और सुरक्षा के प्रति उसके समर्पण का प्रमाण है। रेनकोट खराब मौसम की स्थिति के दौरान यातायात अधिकारियों को सुरक्षा प्रदान करेंगे जिससे यह सुनिश्चित होगा कि वे अपने कर्तक्यों को प्रभावी ढंग से जारी रख सकें। इसके अलावा, प्लास्टिक रोड डिग्बइडर और शंकु बतायात प्रवाह को सुव्यवस्थित करने और सभी निवासियों के लिए सड़क सुरक्षा बढ़ाने में सहायता करेंगे। आईसीआईसीआई लोम्बार्ड अपनी कॉर्पोरेट सामाजिक जिम्मेदारी और बीमा जागरूकता पहल के लिए प्रतिबद्ध है और पटना ट्रैफिक पुलिस में यह योगदान समुदाय की भलाई के प्रति उसके समर्पण का उदाहरण है।

Uttarsakti

आईसीआईसीआई लोम्बार्ड ने पटना ट्रैफिक पुलिस को वितरित, किया रेनकोट, रोड डिवाइडर और कोन

पटना। भारत की अग्रणी सामान्य बीमा कंपनियों में से एक आईसीआईसीआई लोम्बार्ड ने अपनी बीमा जागरूकता पहल के हिस्से के रूप में आवश्यक उपकरण वितरित करके पटना में समर्पित यातायात पुलिस कर्मियों को अपना समर्थन दिया है। आईसीआईसीआई लोम्बार्ड ने टैफिक पुलिस को उनके महत्वपूर्ण कर्तव्यों में सहायता के लिए 1000 रेनकोट, प्लास्टिक रोड डिवाइडर और प्लास्टिक कोन का वितरण किया। इस अवसर पर सम्मानित अतिथि के रूप में अनिल कुमार, पुलिस उपाधीक्षक, यातायात पुलिस, पटना उपस्थित रहे। साथ ही आईसीआईसीआई लोम्बार्ड की वरिष्ठ प्रबंधन टीम इस पहल और पटना के यातायात पुलिस बल की सुरक्षा के प्रति अपनी प्रतिबद्धता दिखाने के लिए उपस्थित रही। आईसीआईसीआई



लोम्बार्ड का यह कदम शहर के यातायात पुलिस किमेंयों के कल्याण और सुरक्षा के प्रति उसके समर्पण का प्रमाण है। रेनकोट खराब मौसम की स्थिति के दौरान यातायात अधिकारियों को सुरक्षा प्रदान करेंगे, जिससे यह सुनिश्चित होगा कि वे अपने कर्तव्यों को प्रभावी ढंग से जारी रख सकें। इसके अलावा, प्लास्टिक रोड डिवाइडर और शंकु यातायात प्रवाह को सुव्यवस्थित करने और सभी निवासियों के लिए सड़क सुरक्षा बढ़ाने में सहायता करेंगे।

Deshpran

Rashtriya Sahara

ट्रैफिक पुलिस को मिला रेनकोट, रोड डिवाइडर और कोन

पटना (एसएनबी)। सामान्य बीमा कंपनी आईसीआईसीआई लोम्बार्ड ने बीमा जागरूकता कार्यक्रम के तहत पटना ट्रैफिक पुलिस के बीच 1000 रेनकोट, प्लास्टिक

सामान्य बीमा कंपनी आईसीआईसीआई लोम्बार्ड ने जागरूकता कार्यक्रम के तहत जवानों के बीच 1000 सुरक्षा उपकरण

रोड डिवाइडर और प्लास्टिक कोन का वितरण किया। इस अवसर पर अतिथि के रूप में अनिल कुमार, पुलिस उपाधीक्षक, यातायात पुलिस, पटना उपस्थित रहे। साथ ही आईसीआईसीआई लोम्बार्ड की वरिष्ठ प्रबंधन टीम यातायात पुलिस बल की सुरक्षा के प्रति अपनी प्रतिबद्धता दिखाने के लिए



पुलिस अधिकारी के साथ टैंफिक जवानों के बीच रेनकोट का वितरण करते कंपनी के अधिकारी।

उपस्थित रही। रेनकोट खराब मौसम की स्थिति के दौरान यातायात अधिकारियों की सुरक्षा प्रदान करेंगे, जिससे यह सुनिश्चित होगा कि वे अपने कर्तव्यों को प्रभावी हंग से जारी रख सकें। इसके अलावा, प्लास्टिक रोड हिवाइडर और शंकु यातायात प्रवाह को सुव्यवस्थित करने और सभी निवासियों के लिए सड़क सुरक्षा बढ़ाने में सहायता करेंगे।

आईसीआईसीआई लोम्बार्ड ने पटना ट्रैफिक पुलिस को वितरित किया रेनकोट

पटना (उत्तरशक्ति)। भारत की अज्ञणी सामान्य बीमा कंपनियों में से एक आईसीआईसीआई सोम्बार्ड ने अपनी बीमा जागरूककता पहल के हिस्से के रूप में आवश्यक उपकरण विवर्तत करके पटना में समर्पित बातावात पुलिस कॉमंग्रों को अपना समर्थन दिवा है। आईसीआईसीआई लोम्बार्ड ने ट्रैफिक पुलिस को उनके महत्वपुर्ण कर्तव्यों में सहायता के लिए 1000 रेनकोट, एनास्टिक कोन का वितरण किया। इस अवसर पर सम्मानित अतिथि के रूप में अनिल कुमार, पुलिस उपाधिकक, यातावात पुलिस, पटना उपस्थित रहे। साथ ही अबईसीआईसीआई लोम्बार्ड की विरष्ठ प्रवंधन टीम इस पहल और पटना के यातावात पुलिस क्यां पटना के प्रति अपनी प्रतिबद्धता दिखाने के लिए उपस्थित रही। स्वार पटना के यातावात पुलिस का प्रवंधन टीम इस पहल और पटना के यातावात पुलिस का की सुरक्षा के प्रति अपनी प्रतिबद्धता दिखाने के लिए उपस्थित रही।



यह कदम शहर के वाताबात पुलिस कर्मियों के कल्वाण और सुरक्षा के प्रति उसके समर्पण का प्रमाण है। रेनकोट खराब मौसम की स्थिति के दौरान बाताबात अधिकारियों को सुरक्षा प्रदान करेंगे, जिससे यह सुनिश्चित होगा कि ये अपने कर्तव्यों को प्रभावी ढंग से जारी रख सकें। इसके अलावा, प्लास्टिक रोड डिवाइटर और शंक याताबात

प्रवाह को सुज्यवस्थित करने और सभी निवासियों के लिए सड़क सुरक्षा बढ़ाने में सहावता करेंग। आईसीआईसीआई लोम्बार्ड अपनी कांपिरेंट सामाजिक जिम्मेदारी और बीमा जागरूकता पहल के लिए प्रतिबद्ध है, और पटना ट्रैफिक पुलिस में बह वोगदान समुदाय को भलाई के प्रति उसके समर्पण का उदाहरण है।

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AjkerNalish

আইসিআইসিআই লম্বার্ডের শহরে হেলমেট বিতরণ



আগরতলা, ২৬ সেপ্টেম্বর ।। আইসিআইসিআই লম্বার্ড, আগরতলায় তার সি এস আর এবং রাজ বীয়া পরিবল্পনার অধীনে একটি "রেন্যমেট বিতরণ" আয়োছন করেছে। শ্রী নবদীপ, এসপি ট্রাফিক, আগরতগা, শ্রী দীপক সরকার, ভেপুটি এসপি ট্রাফিক, জী প্রথব দাস, ভেপুটি এসপি ট্রাকিক এবং আইন শৃত্বলা এবং আইলিআইলিআই লছাতের সিনিয়র ম্যানেজমেন্ট টিম আগরতগায় ট্রাফিক পুলিশ কে ২০০০টি ট্রেফিক কন এবং ১০০টি ব্যারিকেড সহ ১২০টি ছেলমেট বিতরণ করেছে। যার উদ্দেশ্য হল পিলিয়ন বাইভাব হিসাবে বাজ্ঞানের সাথে ট-বইলার চালকদের মধ্যে সভক -নিরাপন্ত ন্যবন্থা সম্পর্কে সচেত্রনতা বৃদ্ধি করা।

আইসিআইসিআই দম্বার্ড একটি বিমুখী কৌশদ অবদাধন করেছে, একটি কাস্ট্রমাইজভ সরাসরি মোগাযোগের প্রোগ্রামের মাধ্যমে পিতামাতা এবং শিশুনের মধ্যে একটি আচরগণত পরিবর্তন আমার ক্ষম এবং দিবীয়ত শিশুলো নির্দিষ্ট আইএসআই ডিক্লিড ক্রেলমেট বিভবগোর মাধ্যমে। আই আন ভি এ নিৰ্দেশিকা অনুসানে আইসিআইসিআই লখাৰ্ড এই ধ্বনের সি এস আর উলোপের মাধামে বীমা সড়েতনতা বৃদ্ধি বরতে প্রতিশ্রতিকর এবং "নিভাগে বাদে এব আমাদের রাভে নীতির প্রতিশ্রতি

রক্ষা করে।

Tripura Times



Rashtriya kantha

আইসিআইসিআই'র হেলমেট বিতরণ অনুষ্ঠান

রাষ্ট্রীয় কর্ম প্রতিনিধি, আগরতলা, আগরতলায় ট্রাফিক-পুলিশতে মাধামে লিভামাতা এবং শিওনেই আয়োজন করেছে। শ্রী নবদীপ, ভিসাবে রাজাদের সাথে টু-বইলার নির্দেশিক। সিনিত্র স্নান্নভ্যান্ট টিম সধাসরি যোগাযোগের প্রোগ্রামের প্রতিক্ষতি রক্ষা করে।

২৬ সেপ্টেম্বর।। আইসিআইসিআই ২০০০টি ট্রাফিক কনস্টেবল এবং মধ্যে একটি আচরণগত পরিবর্তন লম্বার্ড, আগরতলায় তার CSR এবং ১০০টি ব্যারিকেড সহ ১২০টি আনার জন্য এবং দিতীয়ত শিওদের রাজা বীমা পরিকল্পনার অধীনে ছেলমেট বিতরণ করেছে। যার নির্দিষ্ট আইএসআই চিহিন্ত একটি 'হেলমেট বিভবণ' উদ্দেশ্য হলো পিলিয়ন বাইডার ফেলমেট বিভবণের মাধ্যমে। IRDA এসপি ট্রাফিক, আগরতলা, দীপক চালকদের মধ্যে সভক নিরাপত্তা আইসিআইসিআই লম্বার্ড এই সরকার, ভেপুটি এসলি ট্রাফিক, বাবছা সম্পর্কে সচেতনতা বৃদ্ধি ধরনের CSR উলোপের মাধ্যমে প্ৰদৰ সম্ভেপটি এসপি টাফিত করা। আইসিআইসিআই লখার্ড বীমা সচেতনতা বৃদ্ধি করতে এবং আট্ন-প্রালা এবং একটি ছিমুখী কৌশল অবলম্বন প্রতিশ্রতিকর এবং নিভয়ে বাদে আইসিআইসিআই লখার্ভের করেছে, একটি কাস্টমাইজভ এর আমানের রাভে নীতির