

## ICICI Lombard General Insurance Stands Strong with Sikkim in Wake of Catastrophic Floods

**Sikkim, October 20, 2023:** In the wake of the devastating Sikkim floods, ICICI Lombard, a leading general insurance company, extends its heartfelt condolences to the affected families and stands in solidarity with the people of Sikkim during this challenging time.

On October 4, 2023, the southern bank of the South Lhonak Lake in Sikkim experienced a catastrophic breach, leading to a massive outflow of water. This deluge, cascading over steep mountain slopes in the Teesta basin, unleashed a lethal mix of icy water and debris, wreaking havoc on its path. The floods left a trail of destruction in its wake, causing heavy damage to the Chungthang Dam and hydropower projects of NHPC, along with a significant loss of life and property.

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.

ICICI Lombard General Insurance comprehends that such natural disasters can lead to unforeseen damages and losses. To provide immediate support and assistance to policyholders affected by the Sikkim Floods, we have established a dedicated help desk. Our team is available 24\*7 to provide guidance and facilitate a seamless claims settlement process during this challenging period.

Additionally, we encourage our policyholders to utilize electronic communication wherever possible for correspondence when initiating a claim and submitting all relevant documents. We are dedicated to leveraging digital processes to the fullest extent possible to assess claims, ensuring a smoother and faster claims settlement process.

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

**Toll-Free Contact Number:**  

**Email:**  

- **Senior Manager - Customer Service – Motor**

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- **Chief Manager - Health Management**

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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 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)

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