iL PULSE

YOUR MONTHLY WINDOW INTO SMARTER, DIGITAL-FIRST INSURANCE

I EMPOWER. YOU TAKE ACTION.

HI, I'M PROFESSOR RIA

My mission is simple: to make insurance easier for you.

Through the IL Pulse Newsletter, I'll share helpful insights, simple explanations, and smart digital shortcuts that help you manage your policy confidently , without confusion or long wait times.

CLASS IS OFFICIALLY IN SESSION.

❗ WHAT CAN YOU EXPECT?

Think of IL Pulse as your quick monthly class on managing insurance the easy way.

❗ EVERY MONTH I WILL :

- Highlight one useful digital feature

- Share simple tips to manage your policy better

- Break down complex insurance terms

- Give you a quick preview on 'what's new' on our digital platforms.

CLASS RULES

No Homework: Just smarter self-service.

No Exam: Only practical shortcuts.

The Goal: Helping you confidently manage your policy digitally.

YOUR DIGITAL PLATFORMS

SERVICE | BUY | RENEW

IL TakeCare App

IL TakeCare

Your one-stop solution for managing your insurance policies and service requests.

Explore

WhatsApp

+91 7738282666

Simply say 'Hi' to RIA for all your servicing needs. Download your Policy, Manage your claim and more here.

Explore

Website

Purchase or Renew your Policy with ease on our website

Explore

REAL-TIME SERVICE REQUEST TRACKING

Ever wondered what's happening with your service request?

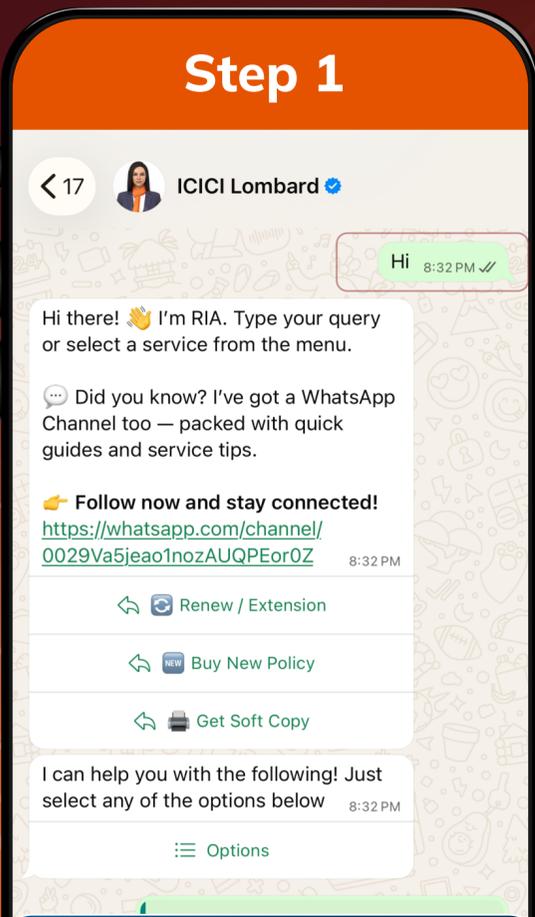Now you can track it in real time, without waiting or guessing.

You'll receive updates as your request progresses !
You can also check your request status instantly on WhatsApp, anytime anywhere !

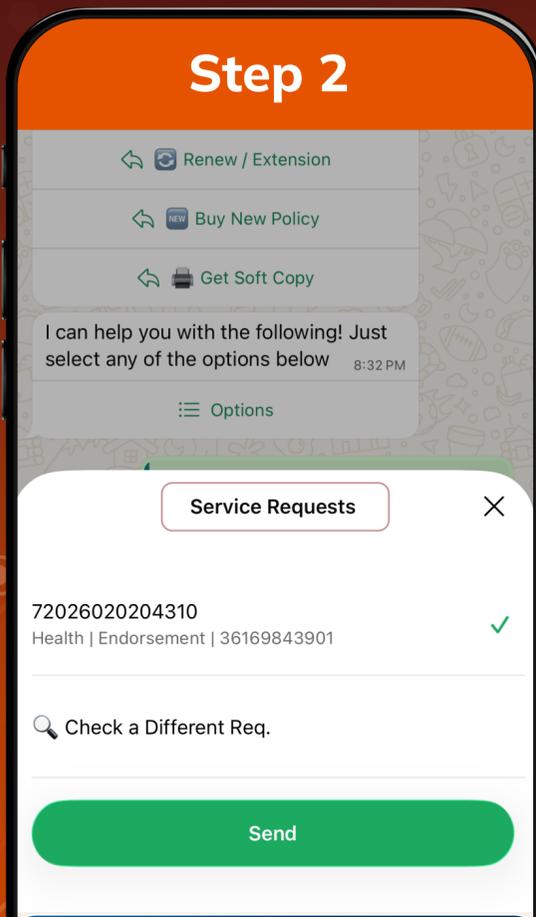## Clear updates. Real-time visibility. Complete peace of mind.

Learn How

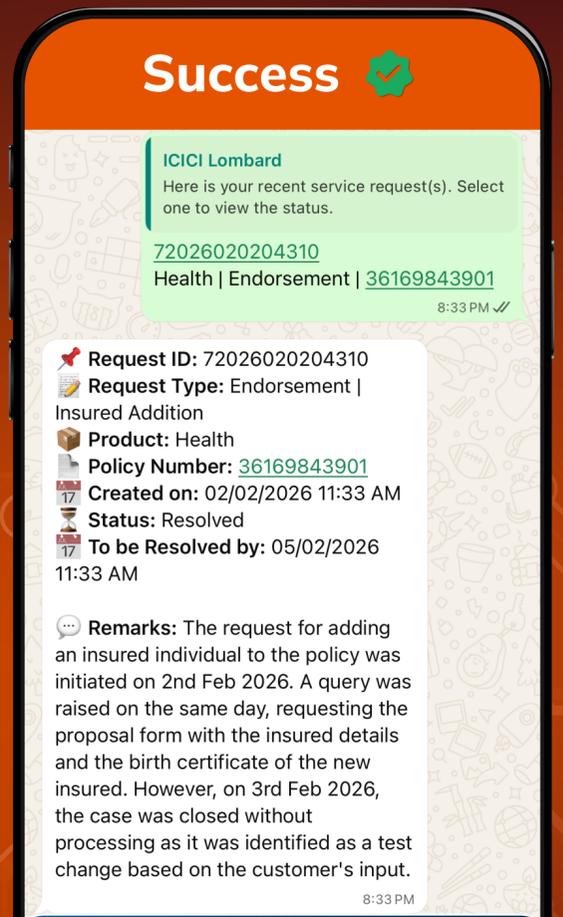# TRACK YOUR REQUEST IN 2 EASY STEPS

Step 1

ICICI Lombard ✓

Hi 8:32 PM ✓✓

Hi there! 👋 I'm RIA. Type your query or select a service from the menu.

💬 Did you know? I've got a WhatsApp Channel too — packed with quick guides and service tips.

👉 Follow now and stay connected!
https://whatsapp.com/channel/0029Va5jeao1nozAUQPEor0Z 8:32 PM

↩ 🔄 Renew / Extension

↩ 🆕 Buy New Policy

↩ 📄 Get Soft Copy

I can help you with the following! Just select any of the options below 8:32 PM

≡ Options

Send "Hi" to RIA on WhatsApp at 7738282666

Step 2

↩ 🔄 Renew / Extension

↩ 🆕 Buy New Policy

↩ 📄 Get Soft Copy

I can help you with the following! Just select any of the options below 8:32 PM

≡ Options

Service Requests ✕

72026020204310
Health | Endorsement | 36169843901 ✓

🔍 Check a Different Req.

Send

Select "Track Service Requests"

Success ✅

ICICI Lombard
Here is your recent service request(s). Select one to view the status.

72026020204310
Health | Endorsement | 36169843901 8:33 PM ✓✓

📌 **Request ID:** 72026020204310
📝 **Request Type:** Endorsement | Insured Addition
📦 **Product:** Health
📄 **Policy Number:** 36169843901
📅 **Created on:** 02/02/2026 11:33 AM
⏳ **Status:** Resolved
📅 **To be Resolved by:** 05/02/2026 11:33 AM

💬 **Remarks:** The request for adding an insured individual to the policy was initiated on 2nd Feb 2026. A query was raised on the same day, requesting the proposal form with the insured details and the birth certificate of the new insured. However, on 3rd Feb 2026, the case was closed without processing as it was identified as a test change based on the customer's input. 8:33 PM

Your request status will be shared instantly.

Track Now

BREAKING DOWN INSURANCE ONE CONCEPT AT A TIME

Jargon of the Month

PED = Pre-Existing Diseases

DEFINITION

A Pre-Existing Disease (PED) refers to any health condition you already have before purchasing a health insurance policy.

PROFESSOR RIA'S TIP

PED

Always declare any pre-existing conditions while buying your policy. This helps ensure smooth claim processing later.

Learn More

NOT SURE WHAT YOUR POLICY COVERS?

Check your Customer Information Sheet (CIS).

The CIS gives you a simple summary of your policy, including:

- ❗ **Coverage details**
- ❗ **Exclusions**
- ❗ **Waiting periods**
- ❗ **Claim process**

All explained in clear, easy-to-understand language.

Learn How

Customer Information Sheet (CIS)

ICICI Lombard

Download Now

You'll find the CIS within your policy document.

MYTH

"I only need to understand my policy when I make a claim."

Think again.

Understanding your policy before you need it makes all the difference. When you know what's covered (and what's not), you avoid surprises, delays, and last-minute stress.

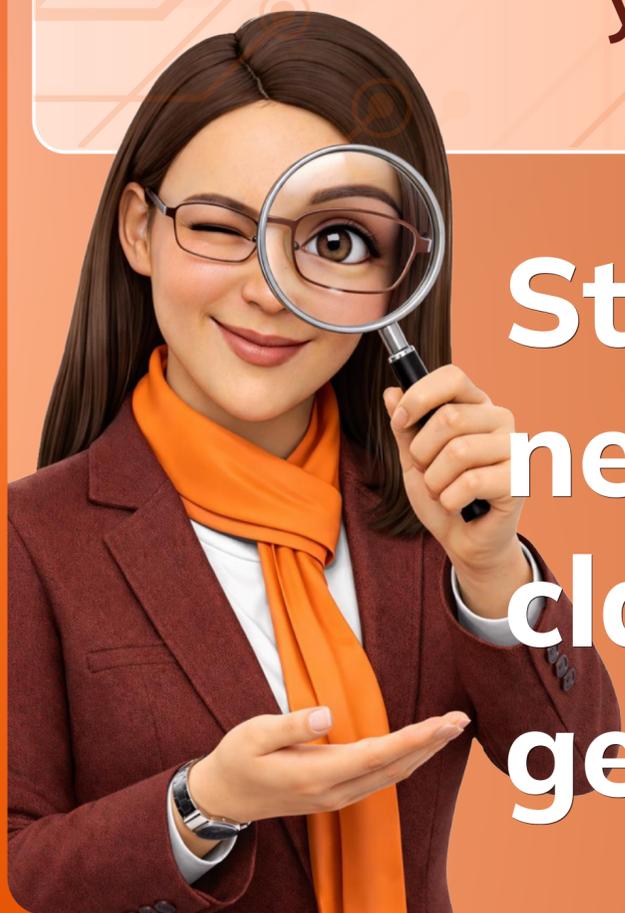**LESSON OF THE DAY**

CLARITY TODAY
=
CONFIDENCE TOMORROW

Something smart is coming your way, a new way to get clear, easy explanations about what your policy covers and what it doesn't.

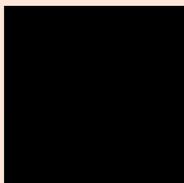No long documents.

No confusing terms.

Just simple answers, exactly when you need them.

Stay tuned for our next edition... class is about to get even smarter.

◄ Connect with us on your favourite platforms. Scan the QR codes to discover more ►

Download	Chat with RIA	Visit our Website
IL TakeCare App	On WhatsApp & Website	www.icicilombard.com

IL TakeCare
GET IT ON Google Play
Download on the App Store