

Welcome to the ICICI Lombard family!

Dear Valued Customer,

We are pleased to inform you of the merger of Bharti AXA General Insurance with ICICI Lombard General Insurance Company Limited w.e.f. 8th September 2021.

We are delighted to welcome you into the new, consolidated, ICICI Lombard family. You are now part of India's leading private sector general insurance Company that enjoys the trust of over 38 million policyholders. The new, combined entity, will also result in enhanced distribution supported by over 100,000 partners and a multitude of convenient digital platforms.

As a valued ICICI Lombard customer, you can look forward to the following benefits in due course:

- Avail a range of innovative and technology enabled insurance solutions across health, motor, travel, home and cyber insurance etc.
- Access a cashless network of 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, Machine Learning allowing automated approval of health insurance claims within few minutes
- Digital solutions available 24x7 across the web, mobile apps, voice assisted Chatbot, WhatsApp etc.
- In-house customer support team

For details on our digital capabilities, insurance solutions, offices and network of service providers etc. please visit our website www.icicilombard.com.

As we welcome you, our esteemed customer, we look forward to providing you with an even more engaged/invigorating experience that has made ICICI Lombard a trusted insurer over the last two decades.

You can be rest assured on the following aspects:

- Your policy terms & conditions will remain in line with your existing policy document
- Continuity benefits shall be available to you on policy renewal as per existing terms & conditions
- Existing claim related benefits pertaining to your policy will continue. All claims (including pending claims) shall be honoured as per your existing policy terms and conditions

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

For all your policy related requirements please contact us on 1800-103-2292 or write to us at customersupportba@icicilombard.com.

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 103 2292

Website
www.icicilombard.com

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