



ICICI LOMBARD GENERAL INSURANCE COMPANY LTD
ICICI Lombard House, 414, Veer Savarkar Marg,
Near Siddhi Vinayak Temple, Prabhadevi,
Mumbai - 400025.
UIN: IRDAN115CP0002V01201617

Business Guard - Claims Manual

Intimation of loss

In the event of any occurrence which might give rise to a claim under the policy, the Insured shall immediately notify the Insurer with following information:

Insured's Claim Ref No	If available
Loss Description	Mandatory (Please give brief description of loss incident clearly mentioning property damaged)
Loss Date	Mandatory (Select the loss date, i.e, date on which the loss incident took place)
Cause Of Loss	Mandatory
Policy Number	Mandatory
Estimated Loss under this policy - INR	Mandatory
Nature of Loss	Mandatory
Insured Contact Details	Name, Mobile Number, E-Mail ID of Contact Person at Head Office & Name, Mobile Number, E-Mail ID of Contact Person at loss site and loss site address with pin code
Any additional Information you would like to share?	

Are you or any of the proposed applicants/beneficial owner a PEP* or Family member / Close relatives / Associates close relative of a PEP*?

Yes ☐ No ☐

If yes, please give details (Nature of relationship and position held by PEP):

.....

"Politically Exposed Persons" (PEPs) are individuals who have been entrusted with prominent public functions by a foreign country, including the heads of States / Government, senior politicians, senior government / judicial / military officers, senior executives of state-owned corporations and important political party officials;"



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Letter of Requirements & Reminders

At the time of survey, Surveyor will guide Insured on the steps to be followed and documents required for the settlement of the claim. Post site survey within a period of 3 days of the loss site visit, the surveyor is to issue the Letter of Requirements to the Insured specifying the list of documents required to process the claim with copy to agent/broker (if any) & Insurer.

If no documents are received after issuance of the Letter of Requirements, the surveyor will issue reminders on periodic basis to Insured with copy to agent/broker (if any) & Insurer.

Submission of documents

The documents requested for by the surveyor shall be arranged by the Insured as expeditiously as possible as but no later than three weeks from the date of the request by the surveyor subject to the specification in the succeeding paragraph.

In case of claims involving reinstatement, the Insured shall outrightly, at the time of site survey or within a reasonable time thereafter communicate the tentative date of restoration of damages and subsequently on a monthly basis update the surveyor & Insurer on the progress of the reinstatement. On completion of reinstatement, the Insured is expected to comply with the documentation requirement within a period of 30 days there from.

All documents to be submitted either to the Insurer directly or to the Surveyor with a copy being marked to the Insurer.

Interim Payments

In case of claims above INR 5 million and wherever there is a need to start reinstatement works, the Surveyor may recommend interim payment based on the request of the Insured/Insurer.

On the receipt of the recommendation of interim payment by the surveyor, the Insurer shall effect such payments within a period of 10 days of receipt of such recommendation. Should the Insured desire that the payment be effected to any other account of the Insured other than the designated loan account with the lead financial institution, the Insured shall duly arrange for the 'No Objection Certificate' from the lead financial institution along with the duly filled up NEFT Mandate form.



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Final Settlement

On receipt of all documents and clarifications from the Insured, the surveyor shall release his Survey Report within a period of 7 days. However, for complex claims, Surveyors surveyor shall release his Survey Report to the Insurer within a period of 15 days.

The Insurer shall make an offer for settlement within 7 days of receipt of the Survey Report and request for Discharge Voucher (DV).

On receipt of the signed and stamped Discharge Voucher, Insurer will effect settlement within 7 days. In claims more than INR 5 million, the settlement to get effected within 15 days after DV is received.

Responsibilities of Insured:

- Insured shall adhere to all warranties, terms and conditions of the policy
- Insured shall extend all due co-operation to the Surveyor during the loss site survey and subsequently till submission of the assessment for consent of Insured.
- Insured to co-operate in the expeditious disposal of Salvage. Insured shall preserve and safe keep salvage and help in disposal either by retention or by sale to third parties. The Insurer may also for the expediting salvage depute their own team for the activity. Final decision on salvage will be made with due consultation with Insured.

Responsibilities of Insurer:

- Insurer shall extend all help and guide the Insured in the course settlement of any claim
- Insurer will co-ordinate in the assessment and drive the claim to resolution
- Insurer will intervene in case of unreasonable delay in any matter which hampers the expeditious settlement of a claim.

I/We hereby give my/our consent to the Company to verify and obtain my/our identity/address proof as well as the identity /address proof of the insured / beneficial owner through Central KYC Registry or UIDAI or through any other modes for the purpose of undertaking KYC.



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Indicative documents for claim settlement

The list is for illustrative purpose only and not exhaustive:

- i. Incident Note specifying in detail as to how the loss happened, what property is affected and steps taken to minimise the loss
- ii. Photographs of the loss/damaged property at site
- iii. Claim form specifying the details and cause of loss
- iv. Estimate of repairs/quotations, etc
- v. Copy of repair bills/invoices
- vi. In case of replacement, replacement bills/invoices
- vii. In case of importation, copies of the Bill of Entry
- viii. If loss incident reported to Police - Police report / Panchnama
- ix. If fire brigade called for - Fire brigade report
- x. Meteorological report/Newspaper cutting (in case of flood, cyclone etc.)
- xi. Letter of Subrogation executed on a stamp paper duly notarised wherever applicable
- xii. Any other documents required based upon the claim

Address for Communication

Local Office:

ICICI Lombard General Insurance

Corporate Office:

ICICI Lombard General Insurance

414 P Balu Marg, Off Veer Savarkar Marg,

Prabhadevi, Mumbai - 400 025

Toll Free No.: 1800 2666, Alternate No.: +9186552 22666 (chargeable)

Email: customersupport@icicilombard.com, Website: www.icicilombard.com

CIN: L67200MH2000PLC129408

IRDA Regd. no.: 115
