

## CITIZEN CHARTER (GENERAL INSURANCE CLAIMS)

| SR. No. | SERVICE | DESCRIPTION OF THE ITEM OF SERVICE                           | REGULATORY TRUNAROUND TIME |
|---------|---------|--|----------------------------|
| 1       | Claims  | Submission of final report after receiving Insurer's request | 15 days                    |
|         |         | Communicating acceptance or rejection of the claim           | 7 days                     |

### ICICI Lombard General Insurance Company Limited

IRDA Reg. No. 115

**Mailing Address:**

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**Registered Office**

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