



CITIZEN CHARTER (GENERAL INSURANCE CLAIMS)

SR. No.	SERVICE	DESCRIPTION OF THE ITEM OF SERVICE	REGULATORY TRUNAROUND TIME
1	Claims	Appointment of Surveyors	24 hours
		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

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CIN: L67200MH2000PLC129408

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