Fast Track Claim Process for cyclone Tauktae affected customers

The Hindu Business Line

Faster Tauktae claims

ICICI Lombard has rolled out

measures to accelerate the process of property-related claims settlement arising from the aftermath of the cyclone Tauktae. The insurer has already initiated settlement of the high frequency-low severity claims in 'express settlement' mode. ICICI Lombard has also advised the survey firms to conduct virtual surveys for small value losses of up to ₹5 lakh. However, in case of connectivity issues due to the breakdown of telecommunication lines, the on-ground survey team will assist customers. Customers can use IL Take Care app for prompt claim intimation.

The Times of India

ICICI Lombard fast tracks processing of cyclone Tauktae claims

MUMBAI: ICICI Lombard General Insurance has announced measures for speedy settlement of claims arising from the aftermath of cyclone Tauktae that struck the western coast of India this week. The objective of the measures is to go in for spot settlements on the date of the first survey itself, so as to ensure quicker disbursement of the claim proceeds to the customers.

To expedite the claims, the insurer has formed a panel of 15 survey firms to assist in servicing cyclone-related claims. The survey firms have proved their capabilities earlier after Cyclone Amphan, the 2020 floods and other weather events. The survey firms are already at the affected sites.

The surveyors assess the loss or damages and act as a link between the insurer and insured play a crucial role in settlement of the same. To reduce delay, ICICI Lombard has asked the survey firms to conduct virtual surveys for losses of up to Rs. 5 lakhs. However, in case of connectivity issues the survey team will assist customers in the quick redressal of the claim. Surveyors have also been empowered to use their judgement for claims where customers are short of documentation.

"ICICI Lombard has already initiated settlement of the high frequency-low severity claims in express settlement mode. The quicker settlement has been aided by introduction of video surveys instead of physical surveys, paperless settlement by accepting 100% documentation in online mode and reduction in claims documentation by soliciting only bare minimum documentation," the company said in a statement.

Surveyors have also been advised to recommend `on account' payments so as to assist the customers by providing the necessary cash flow to initiate the repairs and / or replacement of the damaged assets.

"ICICI Lombard encourages all their customers to take advantage of digital solutions through IL Take Care App for prompt intimation of claims. The insurer has apprised all its customers of the claim reporting link on the website of the company by way of a SMS that was sent to individual customers prior to the Cyclone," the company said.

MoneyControl.com

ICICI Lombard fast tracks claims process for Cyclone Tauktae affected customers

The insurer said in a statement that the aim is to go in for spot settlements on the date of the first survey itself, so as to ensure quicker disbursement of the claim proceeds to the customers.

ICICI Lombard General Insurance has rolled out critical measures to accelerate the process of property-related claims settlement arising from the aftermath of **Cyclone Tauktae**.

To deal with the situation, the insurer has formed a panel of 15 survey firms from among their empanelled surveyors who will assist in servicing claims arising out of this cyclone.

This nomination is basis consideration of their performance in past catastrophic events, like Cyclone Amphan, the floods in India of August-September 2020 among others. The survey firms have been mobilized and are already at the affected sites.

The surveyors assess the actual loss or damages and act as a link between the insurer and insure They play a key role in the timely assessment of the claim amount and consequent settlement of same.

To ensure that customers have a hassle-free claims settlement process, ICICI Lombard has advi the survey firms to conduct virtual surveys for small value losses of up to Rs 5 lakh.

However, in case of connectivity issues due to the breakdown of telecommunication lines, the o ground survey team will assist customers in the quick redressal of the claim.

In the event customers are short of documentation on their claims, surveyors have been advised to use their best judgement to assess the losses sustained.

The insurer said in a statement that the aim is to go in for spot settlements on the date of the first survey itself, so as to ensure quicker disbursement of the claim proceeds to the customers.

ICICI Lombard has already initiated settlement of the high frequency-low severity claims in express settlement mode. Here, the settlement is aided by introduction of video surveys instead of physical surveys, paperless settlement by accepting 100 percent documentation in online mode among others.

"The surveyors have also been advised to recommend on account payments so as to assist the customers by providing the necessary cash flow to initiate the repairs and / or replacement of the damaged assets," said the insurer.

In case of claims for customers for whom the agent acts as the intermediary and hence is the only point of contact, the insurer has appointed a maximum of two different survey firms to assist the agent. It has also formed a dedicated team of customer service managers (CSMs) from both the Regional and Corporate Claims team for handling these claims to ensure effective coordination & updates.

ICICI Lombard Brings Relief for Cyclone-Affected People, Fast Tracks Claim Procedure

The company has initiated the settlement of the high frequency-low severity claims in express settlement mode

The cyclone storm Tauktae has left behind a trail of death and desolation. As the impacted states are trying to limp back to normal, ICICI Lombard General Insurance has come up with vital measures to accelerate the process of property-related claims settlement arising from the aftermath of the cyclone.

The insurer has formed a panel of 15 survey firms from among their empanelled surveyors who will assist in servicing claims arising out of this cyclone.

The surveyors act as a link between the insurer and insured by timely assessing the actual loss or damages. ICICI Lombard has directed the survey firms to conduct virtual surveys for small value losses of up to Rs 5 lakh, which makes the claim settlement process a hassle-free one.

The storm has completely battered the states, damaging roadways and electricity supplies. Due to such breakdowns, connectivity issues might crop up, in such situations the on-ground survey team will assist customers in the quick redressal of the claim.

When customers are short of documentation, surveyors will use their best judgement to assess the losses sustained.

The general insurance company has already initiated the settlement of the high frequency-low severity claims in express settlement mode which is aided by the introduction of video surveys, paperless settlement by accepting 100 per cent documentation in online mode, and reduction in claims documentation by soliciting only bare minimum documentation.

Customers with larger value claims have been assigned specific survey firms, who will be conducting physical surveys to accelerate the process. Only in extreme cases where the loss sites are inaccessible due to damage/ danger, surveyors will be resorting to virtual modes. The surveyors have also been advised to recommend on account payments so as to assist the customers by providing the necessary cash flow to initiate the repairs or replacement of the damaged assets.

In case of claims for customers for whom the agent acts as the intermediary and hence is the only point of contact, the insurer has appointed a maximum of two different survey firms to assist the agent. They are also guided by a team of customer service managers from both regional and corporate claims teams to ensure efficacious coordination.