

## Frequently Asked Question:

### 1. How do I open my policy document?

Click on the document / attachment and it will open the file in PDF format.

To open this file, you need Adobe Acrobat Reader. If you do not have Adobe Acrobat Reader, please visit the following link to download it:

[www.adobe.com/products/acrobat/readstep2.html](http://www.adobe.com/products/acrobat/readstep2.html)

### 2. I am unable to open my policy document.

The policy document is protected by a password. Please refer to the table below for Authentication guidelines.

#### Authentication criteria:

Sr. No.	Product	Authentication Criteria
1.	Health	<p>Combination of first four characters of primary policy holder's name and date of birth</p> <p>Syntax: First four characters of name + DDMM</p> <p>Example 1: For Santosh Shetty with date of birth 7<sup>th</sup> Feb 1982, the password will be sant0702 or SANT0702</p> <p>Incorrect: <b>Sant0702</b> (Combinations of UPPERCASE and lowercase letters should NOT be used)</p> <p>Incorrect: <b>sant07/02</b> (Special characters should NOT be used)</p> <p>Incorrect: <b>sant72</b> (Date format should be DDMM – two digits for day and two digits for month)</p> <p>Correct: <b>sant0702</b></p> <p>Correct: <b>SANT0702</b></p> <p>Example 2: For K. Abhishek with date of birth 9<sup>th</sup> Oct 2001, the password will be kabh0910.</p> <p>Incorrect: <b>abhi0910</b> (The first 4 characters of the name should be used)</p> <p>Incorrect: <b>k.abh0910</b> (Special characters should NOT be used)</p> <p>Incorrect: <b>KAbh0910</b> (Upper case letters should NOT be used)</p> <p>Correct: <b>kabh0910</b></p> <p>Correct: <b>KABHI0910</b></p>

### 3. Is the password case sensitive?

The password is case sensitive, all characters in the password should be entered either in UPPERCASE or in lowercase.

### 4. How often do I have to re-authenticate?

This has to be done every time you try to open the attachment / document.

5. **Do I need to authenticate myself every time I open the document?**

Yes

6. **How many incorrect password attempts are allowed before I am locked out?**

There is no limit on incorrect password attempts.

7. **Can I remove / change the password?**

This advanced security feature has been added to protect the file from unauthorized access. This cannot be removed or changed.

8. **My authentication details are not correct. How do I change my authentication details?**

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If you have problems in accessing the file even after entering the correct password, you may call us on our toll free number 1800 2666 or email us at [customersupport@icicilombard.com](mailto:customersupport@icicilombard.com)

## Complaint handling

### 1. I am experiencing issues with authentication.

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#### Authentication criteria:

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### 2. I want to opt out of this additional security feature.

This advanced security feature has been added to protect the file from unauthorized access and is for your safety and security. This cannot be removed or changed.