Prospectus – Banker's Indemnity Insurance Policy

1. Introduction:

Banker's Blanket Insurance policy provides the stable and financial security of the bank by reducing the impact of unexpected losses and maintaining trust with customers and stakeholders.

2. Scope of cover:

Cover 1: On Premises Loss of Property resulting directly from

a) Fire, Riot & Strike, or

b) Theft, larceny, burglary, robbery or hold-up committed by persons physically present on the premises where the property is located

While such Property is within any of the Insured premises or is actually within the premises of any of the correspondent banks of the Insured or is actually within the premises of any transfer or registration agent for the purpose of exchange, conversion, registration or transfer in the usual course of business.

Loss of Property, through any of the perils specified in the preceding paragraph, in the possession of any customer of the Insured, or of any representative of such customer, within the premises of the Insured for the purpose of transacting banking business with the Insured, whether or not the Insured is legally liable for the loss thereof subject to General Condition (8), and excluding in any loss caused by or attributable to such customer or representative

Cover 2: In Transit

Loss of Property from any cause while the Property is in transit anywhere in the custody of an authorized Employee of the Insured or any person designated by the Insured to act as its messenger or while in the custody of any Security or Armoured Motor Vehicle Company engaged in transporting passengers or goods for hire by land, water, or air for the purpose of transportation on behalf of the Insured ("Carrier"), such transit to begin immediately upon receipt of such Property by the transporting person or persons and to end immediately upon delivery to the designated recipient or its agent. No benefit under this Policy shall be available if the loss or damage is caused due to or contributed to by the Insured or its Employees having caused or suffered anything to be done whereby the risks insured against are unnecessarily increased.

Special Exclusion applicable to Cover 2:

Notwithstanding any provision to the contrary contained herein, this Policy excludes any loss of or damage to Property while the same is in the mail or post or while in the custody of any Carrier unless the amount of such loss or damage shall be in excess of the amount recoverable, recovered or received by the Insured under

(i) any contract between the Insured and the Carrier;

(ii) Insurance Cover taken by the Carrier for such purposes; and

(iii) all other insurance and indemnity in force in whatsoever form carried by or for the benefit of users of the said Security or Armoured Motor Vehicle Company's service.

If the above conditions are fulfilled, then the Company shall be liable only for the excess amount up to the limit specified in Part I of this Policy.

Cover 3: Fidelity

Loss resulting solely and directly from dishonest or fraudulent act or omission by any Employee of the Insured (including causing the Insured not being in compliance of applicable RBI guidelines/circulars/rules/regulations and other statutory/ compliance requirements) committed with the manifest intent to cause any Customer or the Insured

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to sustain any loss or to obtain a financial gain for the said Employee, irrespective of the location wherever such act or omission is committed and whether committed alone or in collusion with others, including loss of Property through any such acts by Employees.

Notwithstanding the foregoing, it is agreed that with regard to pledged or hypothecated goods, trading or other dealings in securities, commodities, futures, options, currencies, foreign exchange and the like, and loans, transactions in the nature of a loan or other extensions of credit this Policy covers only loss resulting solely and directly from the dishonest or fraudulent acts by Employees of the Insured committed with the manifest intent to make and which results in improper financial gain for themselves other than salary, fees, commissions, promotions and other similar emoluments.

Cover 4: Forgery or Alteration

Loss resulting directly from:

(a) Forgery or fraudulent alteration of, on, or in any Cheques, Traveller's Cheque, Fixed deposit receipt, gift cheque, Bills of Exchange, Acceptances, Drafts, Certificates of Deposit, Letters of Credit, Withdrawal receipts, money orders, orders upon public treasuries; or

(b) Having transferred, paid or delivered any Property or established any credit or given any value on the faith of any telegraphic, cable, or teletype instructions directed to the Insured authorizing or acknowledging the transfer, payment, delivery or receipt of funds or property which instructions purport to have been sent by a customer of the Insured or by any banking institution but which instructions were sent by a person other than the said customer or banking institution purporting to send such instructions (which purported instructions shall be deemed to bear a forged signature) or have been altered without the knowledge and consent of such customer or banking institution.

(c) The Payment by the Insured of forged Promissory Notes or of Promissory Notes bearing forged endorsements.

The foregoing instruments must be in a script with which the Employee, acting upon such instrument, is conversant. Mechanically reproduced facsimile signatures shall be treated the same as hand written signatures.

Special Exclusion applicable to Cover 4:

Notwithstanding any provision to the contrary contained herein, this Policy excludes any loss sustained by reason of forgery of any of the above mentioned instruments if they are genuinely signed or endorsed but are false as to contents i.e. the coverage is only in case of forged signature. The words 'forgery' or 'forged' DO NOT mean nor include such genuinely signed or endorsed instruments which are false as to contents. Further, this Policy excludes any loss sustained on account of forgery / alteration to credit/debit card, charge slip by a third party resulting in to losses to cardholder.

The word 'Payment' of a promissory note means the discharge by the Insured of said promissory note and DOES NOT include the purchase, discount, sale, loan or advance of or on said promissory note.

Cover 5: Securities

Loss resulting directly from the Insured having, in good faith and in the ordinary course of business, acted upon

(a) Share certificates, bearer stock, certificates of stock, warrants or rights to subscribe, allotment letters, bonds, debentures or coupons issued by limited companies or corporations; or

(b) Bonds similar in form to corporate bonds issued by partnerships which are secured by mortgages, deeds of trust or collateral security agreements; or

(c) Government of India Guaranteed stocks, certificates of indebtedness, bonds, coupons or other deposit instruments of Government of India.

(d) Promissory Notes except (i) those issued or purporting to have been issued for use as currency, (ii) those

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secured or purporting to be secured directly or indirectly by assigned accounts or what purport to be assigned accounts and (iii) those covered under Insuring Clause 4(c).

(e) Deeds of trust, mortgages upon real property and upon interests in real property and assignments of such mortgages.

(f) Certificates of Deposit and Letters of Credit except when covered under Insuring Clause 4(a) and Bills of Lading.

Provided that the above are proved to be:

(i) Counterfeit, or

(ii) Forged as to the Signature of any maker, drawer, issuer, endorser, assignor, lessee, transfer agent or registrar, acceptor, surety or guarantor, or

(iii) Fraudulently altered as to the contents, or

(iv) Lost or stolen.

Actual physical possession of the original or what purports to be the original securities listed in (a) through (f) above by the Insured or its correspondent bank is a condition precedent to the Insured's having acted upon such securities.

The foregoing instruments must be in a script with which the Employee, acting upon such instrument, is conversant. Mechanically reproduced facsimile signatures shall be treated the same as hand written signatures.

Cover 6: Counterfeit Currency

Loss by reason of the receipt by the Insured in good faith of any counterfeit paper currency or coin issued or purporting to have been issued by any country in which the Insured's office sustaining the loss is located.

Provided that the Insured has taken reasonable measures to ensure that such Counterfeit currency is verified prior to acceptance and has lodged a complaint with the local police station as per the requirements of the Reserve Bank of India.

Cover 7: Offices and Contents

Loss of or damage to

(a) furnishings, fixtures, equipment (except computers, computer systems, computer networks and peripheral equipment, computer programs and other computer related equipment), stationery, supplies or safes and vaults within any office of the Insured caused by burglary, robbery, hold-up, theft or larceny, or any attempted burglary, or by vandalism or malicious mischief.

(b) Any office of the Insured caused by burglary, robbery, hold-up, theft or larceny, or any attempted burglary, or to the interior of any such office by vandalism or malicious mischief,

(c) Any ATM of the Insured caused by burglary, robbery, hold-up, theft or larceny or any attempted burglary, or by vandalism or malicious mischief.

provided that

(i) the Insured is the owner of such furnishings, fixtures, equipment, stationery, supplies or safes and vaults or offices or is liable for such loss or damage and is rightfully in the possession of the Insured; and

Special Exclusion applicable to Cover 7:

Notwithstanding any provision to the contrary contained herein, this Policy excludes loss or damage due to perils in

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standard fire & special perils policy.

Cover 8: Registered Postal Sending

Loss of property by robbery, theft except whilst in direct transit or intended to be dispatched by Registered Insured Post from the office of the insured to the consignee provided that each post parcel shall be insured with the Post office for at least 20% of the consignment value.

Provided always that the Company's liability under this, for any one loss or aggregate of all losses during the period of insurance, is limited to the amount mentioned in the Item No. 8 (Insuring Clause: Register Postal Sending) of the Schedule.

Cover 9: Appraisers

Loss as a result of infidelity or criminal acts on the part of Appraisers provided that such Appraisers are on the approved list of Appraisers maintained by the Insured and further provided that the Insured shall exercise reasonable precaution and safeguards in the selection and appointment of such Appraisers. The Insured shall also maintain details of such Appraisers.

Provided always that the Company's liability for any one loss or aggregate of all loses during the period of insurance due to infidelity or criminal acts of each of such Appraisers will be limited to the amount mentioned in the Item No. 9 (Insuring Clause: Appraisers) of the Schedule.

Cover 10: Janta Agents/Chhoti Bachat Yojna Agents/Pygmic Collectors:

Due to infidelity or criminal acts on part of above agents provided that

1. These agents are part time commission agent of the Bank

2. They are appointed after full scrutiny about their credentials which is guaranteed by reliable independent persons.

Limit of Liability:

Provided always that the Company's liability for any one loss or aggregate of all loses during the period of insurance will be limited to the amount mentioned in the Item No. 10 (Insuring Clause: Janta Agents/Chhoti Bachat Yojna Agents/Pygmie Collectors) of the Schedule.

Cover 11: Legal Fees

The Company shall indemnify the Insured for all such reasonable legal fees, costs and expenses incurred and paid by the Insured in the defense of any demand, claim, suit or legal proceeding with respect to which the Insured establishes that the act or acts which were committed would entitle the Insured to recovery under this Policy if any loss resulted therefrom. Such indemnity shall be in addition to the Limits specified in Item No. 10 (Sum Insured) of the Schedule of the Policy.

It is understood, however, that if such loss, claim or damage does not exceed the applicable deductible under Item No. 10 (Deductible) of the Schedule, Company is not liable for such legal fees,costs and expenses. However, if such loss, claim or damage exceeds the deductible, or if the Insured's liability or alleged liability is greater than the amount recoverable under the Policy, then Company is liable for the proportion of such legal fees, costs and expenses that the amount of such loss, claim or damage recoverable under this Policy bears to the total of such amount plus the amount which is not so recoverable including the deductible.

It is further understood that Company shall not indemnify the Insured for fees, costs or other expenses (whether such fees, costs and expenses be for legal, accounting or other services) incurred by the Insured in establishing the existence of or amount of loss covered by the Policy.

The Company shall be entitled at any time to take over and conduct in the name of the Insured the defence of any

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such demand, claim, suit or legal proceeding made against the Insured, it being understood, however, that the Insured shall not be required to contest any legal proceedings unless a Counsel (to be mutually agreed upon by the Insured and the Company) shall advise that such proceedings should be contested.

3. GENERAL EXCLUSIONS APPLICABLE TO THE POLICY:

1. The Company shall not be liable;

(i) For any claims which were not first made within this policy period.

(ii) In the event of non-renewal or cancellation of this policy, for losses not discovered within six calendar months following the date of expiry or the date of cancellation as the case may be (provided only that if there be any other insurance in force during the said six calendar months whether effected by the insured or otherwise this Policy shall not cover or contribute to any loss covered by such other insurance). The Reinstatement provision will not apply to such losses discovered within six calendar months from the date of nonrenewal or cancellation.

(iii)For any losses discovered or intimated after the date of cancellation advice by the insured, in case the policy has been cancelled at the request of the insured.

(iv) For losses not sustained within the retroactive period not exceeding years prior to the date of discovery of any such loss or losses

(v) For losses arising on account of the Insured not being in compliance of applicable RBI guidelines/circulars/rules/regulations and other statutory/ compliance requirements.

Further, provided that losses which become payable under this clause shall be subject to the terms, conditions exceptions of the Policy currently in force on the date of discovery.

2. Any loss resulting wholly or partially from any wrongful act or omission of any Director of the Insured other than salaried Directors.

3. Losses due to any acts or omissions committed by the concerned employee(s) after the discovery of a loss in which the said employee(s) was involved.

4. Any loss or damage to any item (including Property)
a. Contained in customer's safe deposit boxes
b. Held by Insured in safe custody on behalf of customers other than identifiable securities actually held by Insured for said customers.
except to the extent that such loss is covered by Insuring Clause 3: Employee Dishonesty

5. Any loss or damage to any property whatsoever by reason of wear, tear, gradual deterioration, moth or vermin.

6. Any loss or damage occasioned by or through or in consequence whether directly or indirectly of any of the following occurrences:
i. Earthquake, volcanic eruption, subterranean fire, or any other convulsions of nature;
ii. Flood, inundation, hurricane, typhoon, storm, tempest, tornado, cyclone or atmospheric disturbances; iii. War, invasion, act of foreign enemy, hostility or warlike operation (whether war be declared or not), civil war;
iv. Mutiny, military or popular rising, insurrection, rebellion, revolution, military or usurped power, martial law or state of siege or any of the events or causes which determine the proclamation or maintenance of martial law or state of siege.
Directly or indirectly caused by or contributed to by or arising from ionizing radiations or contamination by radioactivity from any source whatsoever or from nuclear weapons material.

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Any loss happening during the existence of abnormal conditions (whether physical or otherwise) which are occasioned by or said occurrences shall be deemed to be loss which is now covered by this, except to the extent that the insured shall prove that such loss happened independently of the existence of such abnormal conditions.

7. Losses resulting wholly or partially from any gross negligent act or omission of the insured employee.

8. Losses of any money and/ or securities and/ or personal property confided to the care of insured, normal value and description of which have not been ascertained by the Insured before loss.

9. Losses resulting directly or indirectly from trading, actual or fictitious, whether in the name of the insured or otherwise and whether or not within the knowledge of the insured, and not withstanding any act or omission on the part of any employee in connection therewith whether acting within the scope of authority or not or with any account recording the same.

10. Any
a. Loss, destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss, or
b. Any legal liability of whatsoever nature

11. Losses attributable directly or indirectly to manipulation or faulty computer or other Electronic Data Processing (EDP) system and/ or any fraudulent use of the computer or other EDP system by the employee or outsiders, irrespective of whether the computer or EDP system belongs to the insured or it is shared by the insured with others on service contract basis or otherwise.

12. Terrorism Damage Exclusion Warranty:
Notwithstanding any provision to the contrary within this insurance, it is agreed that this insurance excludes loss, damage, cost or expense of whatsoever nature directly or indirectly caused by, resulting from or in connection with any act of terrorism regardless of any other causeor event contributing concurrently or in any other sequence to the loss.
An act of terrorism means an act, including but not limited to the use of force or violence and / or the threat thereof, of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organization(s) or government(s), committed for political, religious, ideological or similar purpose including the intention to influence any government and/or to put the public, or any section of the public in fear.

The warranty also excludes loss, damage, cost or expenses of whatsoever nature directly or indirectly caused by, resulting from or in connection with any action taken in controlling, preventing, suppressing or in any way relating to action taken in respect of any act of terrorism.

If the Company alleges that by reason of this exclusion, any loss, damage, cost or expense is not covered by this insurance, the burden of proving the contrary shall be upon the insured.

In the event any portion of this endorsement is found to be invalid or unenforceable, the remainder shall remain in full force and effect.

4. SPECIAL CONDITIONS APPLICABLE TO THE POLICY:

(1) INDEMNITY UNDER THE POLICY:

The Company's Liability under this policy in respect of all losses pertaining to different sections of the policy shall be limited to the Sum Insured and the additional Sum Insured respectively incorporated in the policy, subject to however the reinstatement of the Sum Insured as incorporated hereunder by which the Company's liability under the policy shall be limited to a maximum of twice the Sum Insured and additional Sum Insured respectively incorporated hereunder

(2) REINSTATEMENT:

At all times during the period of insurance of this Policy, the insurance cover will be maintained to the full extent of the respective sums insured, in consideration of which, upon the settlement of any loss under this policy, prorate premium at the basic rate for the un- expired period for the amount of such loss paid (not exceeding the respective sum insured) shall be payable by the insured to the company. The additional premium referred to above shall be deducted from the net claim amount payable under the policy. This continuous cover to the full extent shall be available, notwithstanding any previous loss for which the Company may have paid hereunder and irrespective of the fact whether the additional premium as mentioned above has been actually paid or not following discovery of a loss. The intention of this clause is to ensure continuity of the cover to the insured subject only to the right of the Company for deduction from the claim amount when settled, of pro rata premium to be calculated from the date of discovery of each independent loss till expiry of the policy under which the loss falls; Provided that the liability of the Company will be limited to twice the respective Sum Insured during the entire period of the policy in respect of any loss or losses caused by acts and/ or omission of any persons.

(3) VALUATION OF SECURITIES:

In estimating the amount of any loss, the value, of Securities shall be taken at the average market price or value in Rupees on the date of discovery of such loss (omitting Sundays and Holidays) and if there be no market price/or value for same or any of them on such days, then the value thereof shall be the value as agreed between the respective parties or in the event of difference as ascertained by an independent valuer agreeable to both parties

(4) VALUATION OF JEWELLERY / ORNAMENTS:

Value for the purpose of settlement of any claim in respect of Jewellery/ornaments under this Policy shall be as per the 100% value as recorded in the register of the bank at the time of pledging of jewellery or ornaments or value recorded in the bank's register after latest valuation

5. GENERAL CONDITIONS:

(1) ADDITIONAL OFFICES, CONSOLIDATION, MERGER OR PURCHASE BY THE ASSURED OF ANOTHER BUSINESS

If the Insured shall, during the Policy Period, establish any new branch offices, other than by merger or consolidation with, or purchase or other acquisition of the assets of another business, such branch offices shall be automatically covered hereunder from the dates of their establishment, without the requirement of notice to the Company or the payment of additional premium for the remainder of the Policy Period.

Provided however that the coverage under the policy can be extended to new branch offices established by the Insured by merger or consolidation with or purchase or other acquisition of assets of another business, subject to the Insured giving advance notice of such establishment and the Company agreeing in writing for coverage at

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additional premium and terms and conditions as may be stipulated.

(2) OTHER INSURANCE OR INDEMNITY
If at the time of any loss covered by this Policy there shall be any other Insurance covering the same property whether effected by the Insured or not, then the Company shall not be liable for more than its rateable proportion thereof.

(3) CONDITIONS PRECEDENT TO LIABILITY
If is a condition precedent to any liability under this policy that the insured shall comply in all material respect with the following:-

1. Premises:
a. The insured shall install alarm system at all vulnerable branches. In respect of branches holding Money in excess of Rs. 50 lacs but not exceeding Rs.1 Crore, apart from installing alarm system, the insured Bank should have additional security arrangements to safeguard the property insured against.
b. In respect of branches holding money in amount exceeding Rs. 1 crore and also in respect of currency chest branches, apart from alarm systems the insured shall make arrangements for every additional security to safeguard the property insured against.

2. Cash In-transit
a. For Cash-in-transit exceeding Rs. 10 lacs and but less than Rs. 25 lacs one escort with firearm shall be provided.
b. For cash-in-transit exceeding Rs. 25 lacs, two guards with fire arms shall escort.

3. A manual of instructions covering the procedure for handling money and/ or securities shall be kept on the premises.

4. Joint custody shall be established and maintained for the safeguarding of-
a. Money and/ or securities while in safes or vaults,
b. All keys to safes and vaults, and
c. Codes, ciphers and test keys.

5. Joint custody means the handling of the above in the presence of or under the observation of at least one other person, such person being equally accountable for the physical protection and safeguarding of the various security items including money and locks. Combinations of vaults and safes must be so arranged that no one person can open them alone.

6. Dual control shall be established and maintained for the handling of
a. All types of securities, negotiable and non-negotiable instruments and unissued and blank forms of said items.
b. The reserve supply, of official cheques, drafts and un-issued traveler's cheques.
c. Dormant accounts of depositors and
d. Codes, ciphers and test keys
(Dual Control means the work of one person in processing transactions being verified by a second person and both sharing the accountability)

7. There should be joint rotation for employees handling money and/ or securities.

8. In addition to the normal audit of books of accounts of the business by the Insured’s statutory auditor there shall

be a review of internal controls at least once in two financial years at all premises.

9. Premises include Insured's computer centers and facilities at which the business is carried on and shall retain the cards relating to such review.

(4) CLAIMS PROCEDURE:
The Insured shall upon the occurrence of any event giving rise or likely to give rise to a claim under this Policy:-

1. Lodge forthwith a complaint with the Police and take all practicable steps to recover the property lost & to apprehend the guilty person and take appropriate Departmental action against him.

2. Give immediate notice thereof to the Company and shall as soon as possible thereafter furnish to the Company at the Insured's own expense detailed particulars of the amount of the loss or damage together with such explanations and evidence to substantiate the claim as the Company may reasonably require.

(5) FRAUD :
If any claim under this Policy shall be in any respect fraudulent or if any fraudulent means or devices are used by the Insured or any one acting on the Insured's behalf to obtain any benefit under this Policy, all benefits under this Policy shall be forfeited.

(6) SALVAGE & RECOVERY:
In the case of recovery after payment of any loss covered under this policy, the amount recovered, after deducting the actual cost of obtaining or making such recovery but excluding the Insured's own labor or establishment costs, shall be applied in the following order: -

1. To reimburse the Insured in full for the part, if any of such loss which exceeds the amount of loss paid under this Policy (disregarding the amount of any excess or deductible applicable).

2. The balance, if any, or the entire net recovery if no part of such loss exceeds the amount of coverage available under this policy, to reduction of that part of such loss covered by this Policy, or if payment thereof shall have been made, to the reimbursement of the company

3. Finally, to that part of such loss sustained by the Insured by reason of any excess or deductible Clause as specified in the schedule or to that part of such loss covered by any Policy (ies) of Insurance of which this Policy is in excess.

(7) LOST SECURITIES
In the event of a claim in respect of a loss covered under this Policy of securities, the Insured shall condition stated below, first attempt to replace the lost securities by use of a letter of indemnity issued by it. In the event that it is unable to replace the lost securities by a letter of indemnity, the Insured shall, subject to the Company's prior consent, secure a lost securities bond for the purpose of obtaining the issuance of duplicate securities.

It is further agreed that the Company will indemnify the Insured for such sum or sums, in excess of the applicable Deductible as stated in the schedule, not exceeding the amount of the Aggregate Limit of Indemnity stated in the schedule, or any applicable sub-limit thereof with respect such loss remaining available for the payment of any such loss at the time of execution by the Insured of a letter of Indemnity or the securing of the lost securities bond, which the Insured may be required to pay either during the Policy Period or any time thereafter by reason of any

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indemnifying agreement executed by the Insured or delivered by the Insured to the Company issuing the lost securities bond.

It is further agreed that the Insured shall bear for its own account the cost of obtaining such indemnity agreement or lost securities bond for that portion of the loss which falls within the applicable Deductible as stated in the Schedule or which is in excess of the Aggregate Limit of indemnity remaining available for the payment of said loss or in excess of any applicable sub- limit remaining available for payment of such loss.

The Company shall bear for their own account the cost of obtaining such indemnity agreement or lost securities bond for that loss which would be covered under the Insuring Clauses of the Policy and which exceeds the Deductibles and is within the Aggregate Limit of indemnity or Sub-limit remaining available for the payment of any loss.

(8) EXCLUSIVE POLICY BENEFIT
It is agreed that the Insurance granted herein shall be for the exclusive benefit only of the first named Insured herein, and that in no event shall anyone other than said Insured have any right of action under this Policy.

In the event of a claim involving more than one named Assured, it is agreed that not more than one of said name Assureds shall have a right to benefit hereunder on behalf of all Assureds involved in such claim.

Contribution:
If at the time of the happening of any loss or damage covered by this Policy, there shall be existing any other insurance of any nature whatsoever covering the same, whether effected by the Insured or not, then the Company shall not be liable to pay or contribute more than its rateable proportion of any loss or damage.

Cancellation/termination

The Company may at any time, cancel this Policy, by giving 7 days notice in writing by Registered post/Acknowledgement Due post to the Insured at his last known address in which case the Company shall be liable to repay on demand a rateable proportion of the premium for the unexpired term from the date of the cancellation. The Insured may also give 7 days notice in writing, to the Company, for the cancellation of this Policy, in which case the Company shall from the date of receipt of notice cancel the Policy and retain the premium for the period this Policy has been in force at the Company's short period scales provided there is no claim under the Policy during the period of insurance.

Short Period Scale	
Days up to	Percentage
7	10%
30	25%
60	35%
90	50%
120	60%
180	75%
240	85%
Exceeding 240	100%

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Alternate no : 86552 22666 (chargeable)
E-mail : customersupport@icicilombard.com
Website : www.icicilombard.com

Grievance Redressal Procedure:
For resolution of any query or grievance, Insured may contact the respective branch office of the Company or may call toll free no.1800-2666 or may approach us at the sub section "Grievance Redressal" on our website www.icicilombard.com (Customer Support section). However, if the resolution provided by us is not satisfactory you may approach Insurance Regulatory and Development Authority of India (IRDAI) through the Bima Bharosa Portal - https://bimabharosa.irdai.gov.in/ or IRDAI Grievance Call Centre(IGCC) at their toll free no. 1800 4254 732 / 155255.

You may also approach Insurance Ombudsman, subject to vested jurisdiction, for the redressal of grievance. Details of Insurance Ombudsman offices are available at IRDAI website: www.irdai.gov.in, or on the Company's website at www.icicilombard.com

STATUTORY WARNING PROHIBITION OF REBATES
(Under Section 41 of Insurance Act, 1938)
(Amendment Act 2015)
(1)No person shall allow or offer to allow, either directly or indirectly, as an inducement to any person to [take out or renew or continue] an insurance in respect of any kind of risk relating to lives or property in India, any rebate of the whole or part of the commission payable or any rebate of the premium shown on the policy, nor shall any person taking out or renewing [or continuing] a policy accept any rebate, except such rebate as may be allowed in accordance with the published prospectuses or tables of the insurer:

[Provided that acceptance by an insurance agent of commission in connection with a policy of any class of insurance business taken out by himself in relation to risks associated with his own life, health or property shall not be deemed to be acceptance of a rebate of premium within the meaning of this sub-section if at the time of such acceptance the insurance agent satisfies the prescribed conditions establishing that he is a bona fide insurance agent employed by the insurer.]

(2) Any person making default in complying with the provisions of this section shall be liable for a penalty which may extend to ten lakh rupees

IRDA Reg. No. 115
Mailing Address:
601 & 602, 6th Floor, Interface 16, New Linking Road, Malad (West) Mumbai - 400 064
CIN: L67200MH2000PLC129408
Registered Office Address:
ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai 400 025
UIN : IRDAN115CP0006V01200607
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