

CLAIM FORM RETAIL CYBER LIABILITY INSURANCE

ISSUANCE OF THIS FORM IS NOT A PROOF OF ADMISSIBILITY OF LIABILITY Important Notice:

- Please read this claim form fully before answering the questions.
- The claim form is to be completed and signed by the Insured
- All questions must be answered as fully as possible. Please use additional sheets, if necessary and copies of relevant documentation should be attached.
- Please send the completed claim form as expressed under the policy wording to the Insurer.

CUSTOMER INFORMATION

Name of the policyholder

Address

City / Town / Village

State Pin Code

Phone No. Fax Number

E-Mail Address

Website

PAN Card Details

Represented by (if applicable)

Are you or any of the proposed applicants/beneficial owner a PEP* or Family member/Close relatives/Associates of PEP*?

☐ Yes ☐ No

If yes, please give details (Nature of relationship and position held by PEP): _____

"Politically Exposed Persons" (PEPs) are individuals who have been entrusted with prominent public functions by a foreign country, including the heads of States / Government, senior politicians, senior government / judicial / military officers, senior executives of state-owned corporations and important political party officials;"

POLICY INFORMATION

Policy Number

BRIEF EXPLANATION OF CLAIM* (If additional space is needed for explanation attach as a separate document):

Details of Other Insurance covering same risk _____

ICICI Lombard General Insurance Company Limited

IRDA Reg. No. 115

Mailing Address:

601 / 602, 6th Floor, Interface Building No. 16,
New Link Road, Malad (West),
Mumbai - 400 064.

UIN: IRDAN115RP0002V01202021 (Retail)

CIN : L67200MH2000PLC129408

Registered Office Address:

ICICI Lombard House, 414, Veer Savarkar Marg,
Near Siddhivinayak Temple, Prabhadevi,
Mumbai 400 025.

CLAIM FORM RETAIL CYBER LIABILITY INSURANCE

Toll free no : 1800 2666

Alternate no : 8655222666 (Chargeable)

E-mail : customersupport@icicilombard.com

Website : www.icicilombard.com

DOCUMENTS TO BE ENCLOSE IN SUPPORT OF THE CLAIM:

The claim shall be accepted using the following proof of loss

1. Lost Wages - The basis of calculations for Lost Wages will be the daily rate of Your last drawn monthly salary. You will be required to provide the latest salary slip verified by the entity issuing such slip.
For Self-employed person - The basis of calculations for Lost Wages will be the Your tax returns in the peior financial year. You will be required to provide the latest tax returns
2. Direct financial loss caused by an Unauthorized Fund Transfer:
 - a. Proof of reporting to bank or credit organization;
 - b. Proof that the bank or credit organization is not indemnifying such loss to you;
 - c. Complaint letter acknowledged by Police.
 - d. Copy of Bank Statement

DOCUMENTS TO BE ENCLOSE IN SUPPORT OF THE CLAIM: (CONTD.)

- 1) Proof of Currency paid by You to prevent or end a Cyber Extortion Threat
- 2) Identity Theft Costs - copy of invoices/bill and proof of payments made thereto
- 3) Crisis Management Costs - copy of invoices/bill and proof of payments made thereto
- 4) Cyberbullying Costs - Copy of invoices for costs expended and proof of payments made thereto
- 5) Data Restoration Costs - Copy for invoices for costs expended and proof of payments made thereto
- 6) Legal fees and expenses - copy of invoices from lawyer for costs expended and proof of payments made thereto
- 7) Forensic fees expenses - copy of invoices from digital forensic expert for costs expended and proof of payments made thereto.
- 8) Consequential losses - copy of bank statements
- 9) Any other document or other information as necessary to evaluate liability under the policy Please submit KYC documents for claim settlement amoung is above 1 lakh

DETAILS OF BANK ACCOUNT

Name of Bank Account Holder

Bank Account No.

Name of Bank Branch

MICR Code (9 digit) IFSC Code (11 digit)

Saving Account ☐ Saving

I wish any payment due on the claims will be directly credited to my aforesaid Bank Account.*

*As per the IRDAI, it's mandatory that all payments are made to the insured only through electronic mode.

CONDONATION OF DELAY

The Company may condone delay in claim intimation/ document submission on merit, where it is proved that delay in reporting of claim or submission of claim documents, is due to reasons beyond the control of the insured.

Notwithstanding the above, delay in claim intimation or submission of claim documents due to reasons beyond the control of the insured shall not be condoned where such claims would have otherwise been rejected even if reported in time.

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Claim Clause/ Settlement of Claim:

- 1) Claim Intimation: Connect with us via: Toll-free no.: 1800 2666, Email ID: customersupport@icicilombard.com, on our website: <https://coclaims.icicilombard.com/claimstracker/CommercialClaims/ccplandingpage.aspx>
Register the claim and submit claim related documents along with claim form. You will receive a claim reference number as your reference point for future correspondence.
- 2) File an FIR: In case of third-party property damage/bodily injury, fire etc. if applicable as per policy terms and conditions.
- 3) Surveyor Appointment: Your Claims Manager (CSM) will contact you and appoint a licensed surveyor basis claim eligibility within 24 hours of reporting the claim
- 4) Documents: submit documents to the assigned CSM/Surveyor.
List of documents which are necessary and relevant to the claim are as below:
 1. Claim bill / Claim Form duly filled up
 2. Photographs / Video of damaged property/item under claim
 3. Document/s in support of admissibility of the claim, for instance, all proceedings filed before the courts, communications exchanged with the insured, invoices, payment proofs, internal/external investigation report of the insured, Insureds counsel opinion on merits and demerits of the case, insured counsel engagement letter etc.
 4. FIR / Final Police investigation report wherever applicable
 5. For items which are to be repaired or reinstated, repair/ replacement quotation, invoice and payment proofs for each and every item as claimed.
 6. For items which are under claim & not to be repaired or reinstated, documents substantiating the quantum & value of the items under claim
 7. Offer for retention of salvage, if any
 8. KYC / NEFT Details as per AML guidelines
 9. Invoice copy / Goods Receipt Note / Monetary Claim on carrier / Damage Certificate
 10. Any other document which may be specified by the surveyor post completion of initial survey
- 5) Assessment Approval: Repair/Replacement details submitted in support of the claim will be assessed and approved by CSM/surveyor
- 6) Salvage: The amount that is assessed which the damaged asset will fetch in the open market (wherever applicable).
- 7) Turnaround Time (TAT): Assessment sheet / Survey report will be furnished within 15 days of receipt of claim form and documents. Claim will be decided within 7 days of receipt of the assessment sheet / survey report, as applicable.

DECLARATION

I/We hereby agree, affirm and declare that:

- a) The statements/information given/stated by me/us in this claim form are true, correct and complete.
- b) The details of all persons having an interest in the property in respect of which the claim is being made are provided or disclosed in this claim form, no claim made hereunder (or the same/similar claim) has been made or lodged with any other insurance company.
- c) No material information which is relevant to the processing of the claim or which in any manner has a bearing on the claim has been withheld or not disclosed.
- d) If I/We have given/made any false or fraudulent statement / information, or suppressed or concealed or in any manner failed to disclose material information, the policy shall be void and that I/We shall not be entitled to all/any right to recover there under in respect of any or all claims, past, present or future.
- e) The receipt of this claim form/other supporting/related documents does not constitute or be deemed to constitute an agreement by the company of the claim and the company reserves the right to process or reject or require further / additional information in respect of the claim.
- f) The above statements are in all respects true and complete and are made without any kind of reservation I/ We agree that the ICICI LOMBARD shall have the right to retain and disseminate the information provided by me / us to any of its service provider, Promoters or Group Companies In case of claim or generally, the Company may be contacted at the following address:
- g) I/We hereby give my/our consent to the Company to verify and obtain my/our identity/address proof as well as the identity /address proof of the Insured / Beneficial Owner through Central KYC Registry or UIDAI or through any other modes for the purpose of undertaking KYC.

The Manager,

Claims Department,

ICICI Lombard General Insurance Company Limited

ICICI Lombard House, 414, Veer Savarkar Marg, Near Siddhi Vinayak Temple, Prabhadevi, Mumbai 400025. Such notice shall be effective on the date of receipt by the Company at such address.

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