

CITIZENS' CHARTER (General) BASIC SERVICE STANDARDS

S.			Regulatory
No	SEDVICE	DESCRIPTION OF ITEM OF SERVICE	Turnaround
	SERVICE		Time
1	New Business Proposal	Processing of Insurance Proposal and	
	Processing	seeking further requirements for	
		consideration of the proposal	
		Decision on proposal from the date of	7 days
		receipt of proposal or from the date of	
		receipt of additional requirement	
		whichever is later	
		Providing copy of the policy along with the	15 dovo
		proposal form	15 days
	Post Policy Service	Post Policy Service Requests concerning	
2	Request	mistakes / corrections in the Policy	
	Request	document	
		Change of Address (KYC Norms to be	
	Policy Servicing	complied)	
		Registration /Change of Nomination,	
		Assignment.	7 dovo
	(from the date of receipt	Alteration in Original Policy conditions	7 days
	of request for the service	(where applicable)	
3	specified)	Change of location of risk	
5		Inclusion of new member in case of group	
		policies	
		Any other non-claim related changes	
		Cancellation of policy and refund of	
		premium	
		Appointment of Surveyors (through Tech	24 hours
		based solution)	27 110013
4	Claims	Submission of final report after receiving	15 days
		Insurer's request	

ICICI Lombard General Insurance Company Limited IRDA Reg. No. 115 Mailing Address: 601 & 602, 6th Floor, Interface 16, New Linking Road, Malad (West), Mumbai - 400 064

CIN: L67200MH2000PLC129408

Registered Office Near Siddhi Vinayak Temple, Prabhadevi, Mumbai-40025

Toll free No. : 1800 2666 ICICI Lombard House, 414, Veer Savarkar Marg, Alternate No.: +91 8655222666 (Chargeable) Email: customersupport@icicilombard.com Website: www.icicilombard.com



S.			Regulatory
No	SERVICE	DESCRIPTION OF ITEM OF SERVICE	Turnaround
NO	SERVICE		Time
5		Communicating acceptance or rejection of the claim	7 days
6	Auto Action by the Insurer	Premium Due Intimation	One month before due date
7	Complaints	Acknowledge to complaint Action on Complaint & Intimation of Decision to the complainant If complaint is NOT resolved by the	Immediately 14 days
		Insurer, communicate the details to the Policyholder of options including referring the complainant to Insurance Ombudsman / Consumer Court	14 days from original date of receipt of complaint. *

*(The policyholder may approach the Insurance Ombudsman if his / her complaint is not resolved within 30 days or if the decision of the company is not acceptable to the policyholder.)

CITIZENS' CHARTER (HEALTH)

BASIC SERVICE STANDARDS

S. No	SERVICE	DESCRIPTION OF ITEM OF SERVICE	Regulatory Turnaround Time
1	New Business	Processing of Insurance Proposal and seeking	
	Proposal Processing	further requirements for consideration of the	7 days
		proposal	
		Decision on proposal from the date of receipt	
		of proposal or from the date of receipt of	
		additional requirement whichever is later	

Company Limited
CIN: L67200MH2000F
Registered Office
ICICI Lombard House
Near Siddhi Vinayak
Mumbai-40025

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			Regulatory
S.		DESCRIPTION OF ITEM OF SERVICE	Turnaround
No	SERVICE		Time
		Providing copy of the policy along with the	15 days
		proposal form	10 00/03
		Free look cancellation and refund of deposit	7 days
		from the date of receipt of the request	7 4495
2	Post Policy Service	Post Policy Service Requests concerning	
	Request	mistakes / corrections in the Policy document	
		Change of Address (KYC Norms to be	
	Policy Servicing	complied)	7 days
		Registration /Change of Nomination,	, aayo
		Assignment.	
	(from the date of	Alteration in Original Policy Conditions (where	
	receipt of request for	applicable)	
	the service specified)	Issuance of duplicate policy	
3		Inclusion of new member in case of group	
		policies	
			7 days
		Any other non-claim related changes	
		Cancellation of policy and refund of premium	
4	Claims	Acceptance of cashless claims by TPA	
		/company to Hospital and communicate to	1 hour
		them	
		TPA's offer of settlement to the Insurer /	3 hours
		Hospital after submission of document	
		Communicate of payment /rejection of claim	15 days
5	Auto Action by the	Describer Description i	One month before
	Insurer	Premium Due Intimation	due date
6	Complaints	Acknowledge to complaint	3 days
		Action on Complaint &	14 days

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S. No	SERVICE	DESCRIPTION OF ITEM OF SERVICE	Regulatory Turnaround Time
		Intimation of Decision to the complainant If complaint is NOT resolved by the Insurer, communicate the details to the Policyholder of options including referring the complainant to Insurance Ombudsman / Consumer Court	14 days from original date of receipt of complaint. *

*(The policyholder may approach the Insurance Ombudsman if his / her complaint is not resolved within 30 days or if the decision of the company is not acceptable to the policyholder.

NOTE: "For any support, a customer may reach out to our Customer Support (toll free) at 1800 2666 or claims section on our website".

Expectations from the Policyholder -

- 1. Immediate intimation of claims and submission of duly filed claim form & supporting documents.
- 2. Preservation of Salvage.
- 3. Filing of first information report with Police Authorities, in case of Fire, Theft and Accidental Death claims
- Preservation of recovery rights by filing claims with carriers in case of marine claims 4.
- 5. Intimating the Fire brigade and obtaining Fire brigade report.
- 6. Preservation of all records for Company's verification.

NOTE: For detailed information regarding other related documents required for claims, customer may refer policy document and / or Claim procedure available on our website or may reach out to our Customer support (toll free) at 1800 2666