



Press Note

ICICI Lombard General Insurance launches an Initiative to help policyholders to claim their dues that are lying unclaimed with the Company

Mumbai, November 05, 2025: ICICI Lombard General Insurance Company Limited (ICICI Lombard/ Company), one of the leading general insurance company has launched a comprehensive customer outreach initiative to help policyholders/ beneficiaries claim their dues which are lying with the Company as unclaimed insurance amounts.

The Company has identified that numerous policy proceeds, claims, premium pay-ins, and refunds have remained unclaimed by policyholders / beneficiaries / customers, often due to outdated contact / communication details or other communication gaps. Through this proactive initiative, the Company aims to reconnect with policyholders/beneficiaries and ensure they receive what is rightfully theirs.

Key highlights of this outreach:

- **Simplified claim process:** The policyholders/beneficiaries can now easily check and claim their pending amounts through multiple convenient channels.
- **Multiple contact options:** The Company has established dedicated support channels to assist the policyholders/beneficiaries.
- **Customer Outreach:** The Company is actively reaching out to the policyholders who may have unclaimed amounts.

How customers can check and claim their amounts:

The Company has devised a simple and accessible process for the policyholders/ beneficiaries to claim their unclaimed amount, if any:

- **Call toll-free number:** 1800 2666
- **Email support:** customersupport@icilombard.com
- **Visit the nearest branch:** You can visit any branch of the Company to experience personalized assistance.

The policyholder/ beneficiary can also access the website of ICICI Lombard through the following link <https://ilhc.icilombard.com/Home/UnclaimedAmount> and fill necessary details to verify and claim their pending dues.

“We are committed to ensuring that our policyholder/ beneficiary receive every benefit they are entitled under their insurance policies,” said a spokesperson for the Company. This initiative reflects our dedication towards customer service excellence and our responsibility to maintain transparent relationships with our policyholders. ICICI Lombard encourages all current and former policyholders or their beneficiaries, to check if they have any unclaimed amounts and take advantage of this initiative to claim what rightfully belongs to them. This effort is part of ICICI Lombard's broader commitment to enhancing customer experience and ensuring complete transparency in all insurance transactions.



ICICI Lombard continues to strengthen its position as a customer-centric insurance provider, consistently working to bridge any gaps in communication and service delivery.

For more details, contact:

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