

Press Release:

ICICI Lombard expands its micro-office network, reinforcing its commitment to insurance accessibility

– New micro-offices launched in Guwahati, Patna, Vapi, Nashik, Pune & Dehradun

Mumbai, November 20, 2025: ICICI Lombard General Insurance, one of India's leading private general insurers, has expanded its nationwide footprint with the launch of new micro-offices across Bongaigaon (Guwahati), Dharampur (Vapi), Hajipur (Patna) Kalwan & Sinnar (Nashik), Katraj & Rajgurunagar (Pune) and VikasNagar (Dehradun). With this, the company further strengthens its network of over 100 micro-offices across the country. This strategic expansion underscores ICICI Lombard's commitment to enhancing insurance access for customers in semi-urban, rural and underserved regions.

The micro-office model is designed to bring the company closer to its customers and partners, offering a compact, agile and community-centric service presence. These offices will enhance last-mile connectivity, support deeper engagement with local markets and enable the development of tailored insurance solutions that reflect the unique needs of each region. By facilitating timely assistance and fostering trust-based relationships, the micro-offices serve as an important lever in driving insurance penetration.

Commenting on the expansion, **Mr. Anand Singhi, Chief – Retail and Government, ICICI Lombard**, said, "The expansion of our micro-office network reflects our commitment to deepening insurance access in a manner that is both meaningful and locally relevant. These offices represent a strategic shift towards being present where our customers live, work and make financial decisions. By strengthening our on-ground engagement, we are equipping our agents, empowering communities with better awareness and ensuring that quality protection is available with greater convenience and trust. As India's growth markets evolve, proximity and personalised service will define the next frontier of customer expectations and we are determined to lead that journey with agility, innovation and purpose."

Aligned with the theme 'Trust & Safety, Now within your reach,' the micro-office network brings together ICICI Lombard's nationwide capabilities with hyper-local relevance. The initiative supports greater awareness, education and personalised service delivery in markets where relationships and on-ground presence significantly influence financial decisions. It also reinforces the company's commitment to the IRDAI's vision of 'Insurance for All by 2047'.

About ICICI Lombard General Insurance Company Limited

ICICI Lombard is the leading private general insurance company in the country. The Company offers a comprehensive and well-diversified range of products through multiple distribution channels, including motor, health, crop, fire, personal accident, marine, engineering, and liability insurance. With a legacy of over 2 decades, ICICI Lombard is committed to customer centricity with its brand philosophy of 'Nibhaye Vaade'. The company has issued over 37.6 million policies, over 3.2 million claims processed and has a Gross Written Premium (GWP) of ₹ 282.58 billion for the year ended March 31, 2025. ICICI Lombard has 328 branches and 15,123 employees, as on March 31, 2025.

ICICI Lombard has been a pioneer in the industry, being the first large-scale insurance company in India to migrate its entire core systems to the cloud. With a strong focus on being digitally-led and agile, the company has introduced multiple AI-powered insurance solutions. The company's flagship insurance and wellness app, IL TakeCare, which has received over 18.4 million downloads, also offers the industry's first Face Scan feature. The company has won several prestigious awards- including the Insurance Asia, ICC Emerging Asia Insurance, ET BFSI Exceller, ET Corporate Excellence, Golden Peacock, FICCI Insurance, Assocham, Stevie Asia Pacific, and National CSR in recognition of its various initiatives. For more details log on to <https://www.icicilombard.com/>.

For details, contact:

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| ICICI Lombard GIC Ltd. Rima Mane rima.mane@icicilombard.com Tel: +91 99877 87103 | Adfactors PR Om Powar om.powar@adfactorspr.com Tel: +91 91523 86167 |
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