

ICICI Prudential Life Insurance relaxes claims settlement process for Odisha train accident victims

- **Claims to be settled on the basis of only three basic documents**
- **Dedicated 24X7 helpline to assist with claim related inquiries**

Mumbai, June 06, 2023: ICICI Prudential Life Insurance has relaxed the claim settlement process for the families impacted by the Odisha train accident and stands in solidarity with them. The Company will also expedite the claim settlement to provide financial relief to those affected by the tragedy.

The processing of death and health claims including those covered under the Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), will be done on the basis of just three basic documents.

Documents required to settle claims:

- Bank account details
- Death certificate from municipal authorities. If death certificate is not available, list of deceased passengers issued by hospitals, government authorities or the police
- Copy of valid address proof of the nominee

To assist with claim related inquiries, the Company has set up a dedicated 24X7 helpline number (1-860-266-7766).

Mr. Amish Banker, Senior Executive Vice President – Customer Service & Operations, ICICI Prudential Life Insurance said, "We express our condolences at the loss of lives in the horrific train crash in Odisha. In this hour of grief, our customers can count on us to be supportive and sensitive to their needs. We have therefore relaxed the claims settlement process as per which the nominee needs to submit only three basic documents. Our dedicated 24X7 helpline is equipped to handle all queries pertaining to claims. Nominees can also call our helpline to get all their queries clarified."

About ICICI Prudential Life Insurance

ICICI Prudential Life is promoted by ICICI Bank Limited and Prudential Corporation Holdings Limited. The Company began operations in fiscal 2001 and has consistently been amongst the top private sector life insurance companies in India on a Retail Weighted Received Premium (RWRP) basis. The Company offers an array of products in the Protection and Savings category which match the different life stage requirements of customers, enabling them to provide a financial safety-net to their families as well as achieve their long-term financial goals. The digital platform of the Company provides a paperless on-boarding experience to customers, empowers them to conduct an assortment of self-service transactions, provides a convenient route to make digital payments for purchasing and making renewal premium payments, and facilitates a hassle-free claims settlement process. On



March 31, 2023 the Company had an AUM of ₹ 2.51 lac crore and a Total Sum Assured of ₹ 29.51 lac crore. ICICI Prudential Life Insurance is listed on both the National Stock Exchange (NSE) Limited and the BSE Limited.

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