



## **ICICI Prudential Life eases claims settlement process for families affected by the Chennai rains**

**Mumbai, 07 December 2015:** ICICI Prudential Life Insurance shares the grief of the people who have been adversely affected due to the Chennai rains. With a view to providing quick support to the families of the policyholders/claimants, the Company has simplified the claims settlement process.

### **Claims will be settled on the basis of only 3 (three) documents:**

- Written intimation from the claimant
- Death certificate from municipal authorities. If the death certificate is unavailable, the list of deceased issued by hospitals, armed forces, police or government agency
- Copy of photo identity of the claimant

To make it easy for claimants, the company has a dedicated round the clock Claimcare helpline no. 1860-266-7766, which claimants can call for any queries they may have. Claimants can also send a written intimation to [claimcare@iciciprulife.com](mailto:claimcare@iciciprulife.com) or visit [www.iciciprulife.com/claims](http://www.iciciprulife.com/claims).

Overdue and lapsation charges due to non-payment of renewal premiums have been waived for all customers in Chennai, from 08th November to 15th December 2015, as we understand that renewal may not have been possible due to widespread flooding.

### **Key initiatives to ease claims settlement process:**

- List of deceased issued by hospitals/police/armed forces/municipal authorities will be accepted in case the death certificate is not available
- Round the clock Claimcare helpline no. 1860-266-7766
- Claimants can write to [claimcare@iciciprulife.com](mailto:claimcare@iciciprulife.com) or visit [www.iciciprulife.com/claims](http://www.iciciprulife.com/claims)
- Overdue and lapsation charges have been waived (effective 08th November to 15th December 2015)