

CLAIMS PERFORMANCE UPDATE



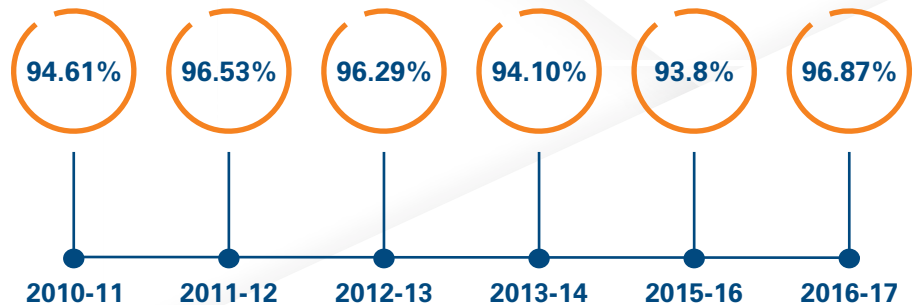
December 2017

Claims Score Card for FY 2017

Claims	Claims settled (volume)	Total payouts (Value in ₹)
Death Claims	10,539	489.2 Cr

Claims	Claims settled (volume)	Total payouts (Value in ₹)	Claim settlement%	Claim rejection %
Death Claims	10,539	489.2Cr	96.87%	2.80%

Our Claim performance track record



In this issue

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Frequently asked questions

Who is a nominee?

Nominee is the person specified by you, in your policy to receive the claim amount in the event of your demise.

How do I add a nominee to my policy?

You can add a nominee to your policy by logging on to your www.icicprulife.com account or submitting a nomination request form at any of our branches.

Who can be the nominee? Can I have multiple nominees?

Any member of your family can be the nominee. Yes, you can have multiple nominees in your policy. You can also define the percentage of the insurance amount to be given to each of your nominees.

What happens if my policy doesn't have a nominee?

In the absence of a nominee, your family member(s) will have to produce proof establishing their right to claim the policy benefit. By providing a nominee, you are ensuring that your family can easily get the insurance amount.

What documents are required to file a claim?

Depending on the type of claim being filed, the applicable documents need to be submitted.

Documents required for a life insurance claim:-

1. Claim intimation form with all details. The form is available in the claims section of our website, www.icicprulife.com
2. Original Policy Certificate
3. Death Certificate issued by local authority
4. Copy of Photo Identity proof & Current Address proof of the nominee
5. A copy of Cancelled cheque, Bank statement or Passbook of the nominee

Documents required to file a critical illness claim:-

1. Claim intimation form with all details. The form is available in the claims section of our website, www.icicprulife.com
2. Original Policy Document
3. Copy of medical records (medical reports, case histories, investigation reports, treatment papers, discharge summaries)
4. A letter from your doctor confirming diagnosis of the ailment for which the claim is being made.
5. Cancelled cheque of the bank account in which, you wish to receive the claim amount

Where can the documents for the claim be submitted?



Online: Upload the documents online in the claim section of our website, www.iciciprulife.com



Branch: Submit the documents at our claim desk in any of our ICICI Pru Life branches. To locate the nearest branch, visit, www.iciciprulife.com/branchlocator



Courier: Courier the documents to
ICICI Prudential Life Insurance Co. Ltd., 1st Floor, C wing, Office No. 115, 116, 117, BSEL Tech Park, Opp. Vashi Station, Sector 30 Vashi, Navi Mumbai - 400706.

Once we have received all the required documents, we will evaluate the claim request and give a decision within 30 days.

24X7 Claim care helpline on 1860-266-7766

Customer speak



“ Excellent claim settlement experience

We are thankful to ICICI Prudential for an excellent claim settlement experience. I thank the organization for their commitment towards providing claim settlement - the ultimate service with highest priority, care and sensitivity.”

– Ms. Neelam Mishra, Haryana

“ Thank you for your support in our tough times

I convey my gratitude to ICICI Prudential for getting the claim settled with ease and providing excellent quality of service. Excellent support in settling the claim at faster pace, understanding our urgency of funds in such tough times.”

– Mr. Surya Kumar Barai, Orissa

“ Best experience with Indian insurance company

Appreciate that you worked overnight to clear my doubts, I believe now that my investments are in good hands of ICICI Prudential. Thanks for listening to my appeal carefully and evaluating my case in a fair manner which I did not get from any other Indian Insurance Company.”

– Mr. Saptarshi B., Maharashtra



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