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Our Claims report

Claims score card from April 2016 to September 2016

Type of Claim	Number of Claims Settled	Total Claim Payouts	Claim Settlement%	Claim Rejection%
Death Claims	5,294	222.83 Cr	93.90%	1.49%
Health Claims	11,315	38.50 Cr	85.24%	8.95%

Our Average claim settlement time from April 2016 to September 2016

*Average time is calculated from the time all the requirements are submitted by the claimant and the claim amount is transferred to the claimant. This is applicable only for cases which do not need any further investigation.

Type of Claim	Average claim settlement time
Death Claims	3 days
Health Claims	4.72 days

What is a Critical illness cover

What is a Critical illness Insurance Cover?

Critical Illness Insurance plans provides coverage against specific life threatening diseases. Treatment of such critical illnesses may require multiple visits to the hospital over a long period of time. What this means is that in addition to the hospitalization cost, there will be other costs like doctor visits, medical expenses etc. A Critical Illness plan pays a lump sum amount that can be used to cover these high expenses. The good thing is that this lump sum payout is in addition to any mediclaim or health insurance policy that you may already have.

Health problems, in most cases, strike unexpectedly, resulting in a sudden financial burden for the family. In such cases, the family is not only worried about meeting the cost of treatment, but also struggles with the loss of income they go through due to the family member sickness. This most of the times, leads the family, to dip into their savings kitty built for child's education or one's own retirement.



Why should one buy a Critical illness Cover, even if you already have a Mediclaim plan?

Treating a critical illness takes time and money. If you are an earning member and are diagnosed with a major illness, it is quite likely that you will have to skip work to get treatment for it. This leads to a double trouble:

- Losing your monthly income
- Increase in expenses due to frequent visits to the hospital, high cost of medical tests and medicines that will be required for complete recovery

In this case, a mediclaim plan will only reimburse your hospitalisation costs. A critical illness cover goes beyond just hospitalization costs and helps you cover other expenses like doctor consultation fees, cost of medicines etc. In addition to that, if you have any outstanding loan like a home loan or a car loan, the critical illness pay-out can help with dealing with the outstanding monthly installments.

If you do not have a critical illness cover, you may have to dip into all the hard earned money that you have saved. The high cost of treatment can erode years of savings in just a few months.

If you would like to get a critical illness cover, do check out our term plan ICICI Pru iProtect Smart which offers a payout of up to ₹ 1 crore on diagnosis of any of the 34 life threatening illnesses covered under this plan. [Click here](#) to know more.



A fast claim payout process with humility

“I am grateful to ICICI Prudential Life insurance for being co-operative, humble and settling claims fast with a simple claim payout process. They acted like a back bone to my family during our time of crisis. I once again express gratitude and give my blessings to all.”

– Ajay Pawar, Maharashtra

ICICI Prudential Life insurance stood by me, when I needed them the most

“A big thank you to the claims team of ICICI Prudential Life Insurance for being so efficient and quickly processing my claim, when I needed your support the most. May God bless you and may you flourish.”

– Silvana, Goa

Fastest claim settlement delivered with care

“I think it is the fastest Claim Settlement seen ever and I don't have any words to say except THANK YOU. My experience through the claim settlement process has been the ultimate service one can get. Delivered with highest priority care and sensitivity.”

– Birundha A, Tamil Nadu

Quick guide to our claim process

In case the person insured in this policy passes away, the nominee in the policy needs to file a life insurance claim.

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.iciciprulife.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



Additional documents may be required for accidental/ non-accidental death claim. For details visit, <https://www.iciciprulife.com/insurance-claim/documents-required-for-death-claim.html>



For details of the documents required for filing a health claim or a critical illness or rider claim, visit <https://www.iciciprulife.com/insurance-claim/documents-required-for-health-claim.html>

Documents can be submitted through any of these options:-



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



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- IRDAI does not announce any bonus. Public receiving such phone calls are requested to lodge a police complaint along with details of phone call, number.