



## News Release

# ICICI Prudential Life relaxes claims settlement process for families affected by floods in Kerala

~ Only 3 basic documents required ~

~ 24x7 Claimcare Helpline (1860-266-7766) ~

~ Renew lapsed policies without any charges ~

**Mumbai, August 24, 2018:** The tragedy in Kerala has had far reaching consequences and left families financially vulnerable. The Company stands ready to assist its customers and their families to overcome this catastrophe. Claims is the moment of truth and the Company has simplified the claims settlement process for the benefit of the families that have been adversely affected. Claims will be processed on the basis of just 3 (three) basic documents.

### Documents required to settle claims:

- 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 or police to be provided
- Copy of photo identity of the claimant

### 24x7 Claims assistance:

- A dedicated 24x7 Claimcare Helpline [1860-266-7766](tel:1860-266-7766) which will provide all information to claimants pertaining to claims
- Claimants can write to [claimcare@iciciprulife.com](mailto:claimcare@iciciprulife.com) or visit [www.iciciprulife.com/claims](http://www.iciciprulife.com/claims) to raise their claims

### Renewing lapsed policies:

- Customers in Kerala can renew their lapsed policies without any charges till November 30, 2018

### Damaged / Soiled policy documents:

- Upon receipt of request, duplicate policy documents will be issued and dispatched on a fast track basis without any charges

**Mr. Puneet Nanda, Deputy Managing Director, ICICI Prudential Life** said, "We share the grief of the families affected by the floods in Kerala and sincerely hope the situation returns to normal at the earliest. The need of the hour is to be sensitive and supportive. We have relaxed the claims settlement process and claimants need only submit 3 basic documents and all genuine claims will be processed as quickly as possible. The Claimcare Helpline is equipped to handle all queries relating to claims with sensitivity. Claimants can call the helpline to get their claim related queries clarified."



“In light of the difficulties being faced by customers in Kerala, we have made a provision for them to renew their lapsed policies without any additional charges” **added Mr. Nanda.**

#### **About ICICI Prudential Life Insurance**

ICICI Prudential Life is promoted by ICICI Bank Ltd. and Prudential Corporation Holdings Ltd., headquartered in United Kingdom. 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 onboarding 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, facilitates a hassle free claims settlement process etc.

ICICI Prudential Life is the first private life insurance company to cross the ₹ 1 trillion mark for Assets under Management (AUM). At June 30, 2018, the Company had an AUM of ₹ 1,426.63 billion and a Total Sum Assured of over ₹ 7.50 trillion. The Claim Settlement Ratio for the FY2018 was 97.9% and the average Turn around Time (TAT) was approx. 3 days as compared to the regulatory norm of 30 days. ICICI Prudential Life is listed on both National Stock Exchange (NSE) and The Bombay Stock Exchange (BSE).

#### **Disclaimer**

Except for the historical information contained herein, statements in this release which contain words or phrases such as 'will', 'expected to', etc., and similar expressions or variations of such expressions may constitute 'forward-looking statements'. These forward-looking statements involve a number of risks, uncertainties and other factors that could cause actual results, opportunities and growth potential to differ materially from those suggested by the forward-looking statements. These risks and uncertainties include, but are not limited to, the actual growth in demand for insurance and other financial products and services in the countries that we operate or where a material number of our customers reside, our ability to successfully implement our strategy, including our use of the Internet and other technology our exploration of merger and acquisition opportunities, our ability to integrate mergers or acquisitions into our operations and manage the risks associated with such acquisitions to achieve our strategic and financial objectives, our growth and expansion in domestic and overseas markets, technological changes, our ability to market new products, the outcome of any legal, tax or regulatory proceedings in India and in other jurisdictions we are or become a party to, the future impact of new accounting standards, our ability to implement our dividend policy, the impact of changes in insurance regulations and other regulatory changes in India and other jurisdictions on us. ICICI Prudential Life insurance undertakes no obligation to update forward-looking statements to reflect events or circumstances after the date thereof. This release does not constitute an offer of securities.