

ICICI Prudential Life eases claims settlement process for families affected by cyclone Remal

- **Only 3 basic documents required to settle claims**
- **24x7 dedicated ClaimCare Helpline (1-860-266-7766)**

Mumbai, June 07, 2024: ICICI Prudential Life Insurance has immediately announced measures to simplify and expedite the claim settlement process for families affected by cyclone Remal. Being sensitive to the financial and emotional distress caused due to this natural calamity, the Company is committed to providing financial support by speedily settling claims.

The processing of claims, including those covered under the Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY), will be done based on just three (3) basic documents.

Only 3 documents required to settle claims:

- 1. Bank account number with IFSC code or cancelled cheque of nominee's bank account**
- 2. Death certificate issued by the local municipal authorities. In case the death certificate is not available, list of deceased issued by hospitals, government authorities or police**
- 3. Copy of valid photo ID proof of the nominee**

To assist nominees/beneficiaries with claim related inquiries, the Company has a dedicated 24X7 ClaimCare helpline number (1-860-266-7766). Alternatively, claimants can write to claimsupport@iciciprulife.com or SMS ICLAIM <space> Policy Number to 56767 or visit www.iciciprulife.com to raise their claims.

Mr. Amish Banker, Chief Operations Officer, ICICI Prudential Life Insurance said, "We stand in solidarity with all the families affected by cyclone Remal. All claims arising due to this natural calamity will be quickly settled on the basis of just three basic documents. Importantly, claimants can call our 24X7 ClaimCare helpline number (1-860-266-7766) for any queries they may have. For convenience claimants can send an SMS, visit our website or use our mobile app to raise their claims.

As a customer first company we are committed to delivering on the promise we make to our customers. This is reflected in our industry-leading claim settlement ratio of 99.17% in FY2024 (individual death claims) with an average claim settlement turnaround time of just 1.27 days for non-investigated retail death claims from receipt of last requirement."

About ICICI Prudential Life Insurance Company (www.iciciprulife.com)

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 buying experience to customers, empowers them to conduct an assortment of self-service transactions, provides a convenient route to make digital payments and facilitates a hassle-free claims settlement process.

The Company has introduced ICICI Pru Stack, a first-of-its kind suite of platform capabilities that combines digital tools and analytics. This innovative suite aims to enhance the understanding of customers' requirements and enable distributors to offer suitable insurance products, deliver seamless experiences, and provide exceptional pre- and post-sale services. By deploying this comprehensive solution, the company aspires to transform into the most customer-friendly and partnerable insurance provider in the country.

At March 31, 2024 the Company had an AUM of Rs. 2,941.40 billion and a Total in-force sum assured of Rs. 34.1 trillion. ICICI Prudential Life is listed on both the National Stock Exchange (NSE) Limited and the BSE Limited.

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.

For further queries please e-mail on corpcomm@iciciprulife.com