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## Personal Accident Claim Procedure

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### In case of a claim, please follow the following procedures :

Make a claim by calling our toll free number 1800 209 8888 - or email us at [insuranceonline@icicilombard.com](mailto:insuranceonline@icicilombard.com)

- You may also make a claim by giving immediate notice in writing to the Company.

Write to the following address to log the claim:

Individual Personal Accident Claims Manager  
ICICI Lombard General Insurance Company Ltd.,  
4th Floor, Interface 11,  
Behind Goregoan Sports Club,  
Malad Link Road,  
Malad (West), Mumbai – 400 064

- We will then guide you on further steps.
- Provide all reasonable information, assistance and proofs in connection with any claim.

Note: Expenses incurred after the expiry of 30 days from the date of completion of treatment will not be covered, unless the claim is the subject of pending action or arbitration.

Refund will be provided on Policy cancellation provided no claims have been made during the policy period.

### **Documents Required**

The documents required for processing a claim are as follows:

## **Accidental Death**

- PA Claim Form
- Attested Copy of FIR
- Attested copy of PM (Post-mortem) report
- Attested/Original Death certificate
- Indemnity cum declaration bond
- No objection certificate

## **Permanent Total Disablement (PTD) due to accident**

- PA Claim form
- Attested copy of FIR
- Doctor certificate of disability
- Photograph of the injured with reflecting disablement, Medical bills with prescriptions/treatment